Beanywhere
Support Express

User Guide

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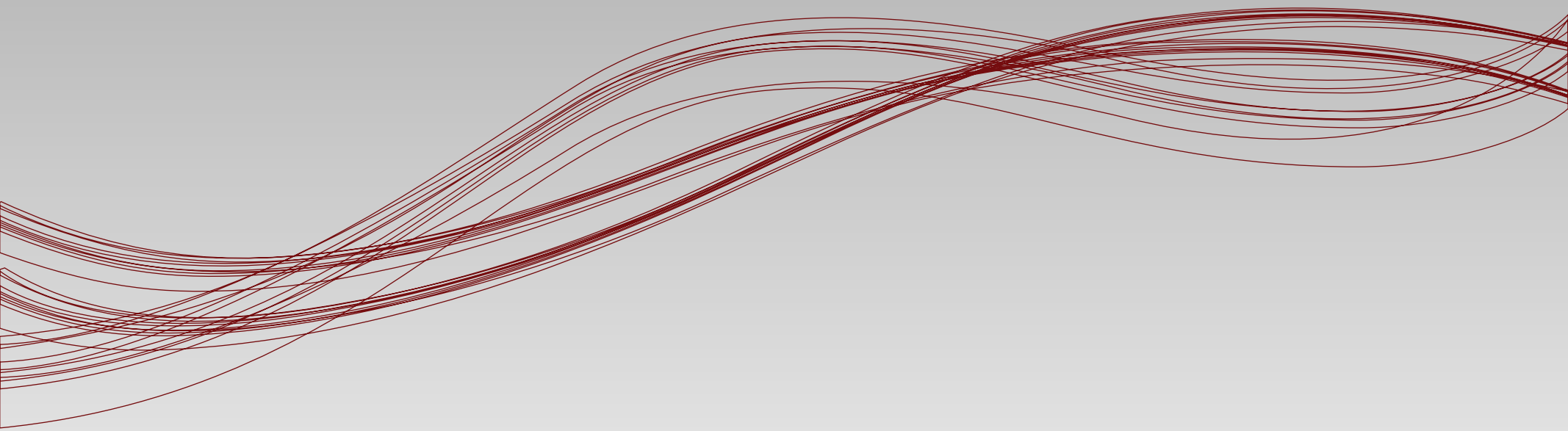
Chapter 1



Getting Started

Thank you for using BeAnywhere Support Express (BASE). You're now part of a worldwide community able to provide live technical remote assistance without any kind of geographical restrictions. Connect to anyone you want v, anywhere in the world.

With BeAnywhere technology you'll be empowered to...

- ✔ Chat with a customer in real time;
- ✔ View and access your customer's desktop;
- ✔ Share control of your customer's mouse and keyboard;
- ✔ Send and receive files with no size or format limitations;
- ✔ Reboot and reconnect your customer's computer;
- ✔ Generate reports about your support activity;
- ✔ Connect simultaneously with an unlimited number of customers;
- ✔ Deliver remote support without installing anything on your customer's computer;
- ✔ Record any session on a video file;
- ✔ Undertake remote assistance even when your customer is not available;
- ✔ Generate and send surveys to customers and technicians.

System Requirements

Technician's System

Required: Windows® Server 2003, Windows® XP, Windows® Vista, Windows® 7 or later.
Required: Ability to make direct outgoing TCP connections or availability of an HTTP proxy or a SOCKS server.
Recommended: Minimum of Pentium 450 with 128MB of RAM.
Recommended: Stable Internet connection with 56k or better.

Customer's System

Required: Windows® Server 2003, Windows® XP, Windows® Vista, Windows® 7 or later
Required: Internet Explorer, Netscape Navigator 4.0 or later, Mozilla Firefox 1.0 or later or Safari 1.3 or later
Required: 28.8Kbps connection (56K recommended)
Required: Ability to make direct outgoing TCP connections or availability of an HTTP proxy or a SOCKS server

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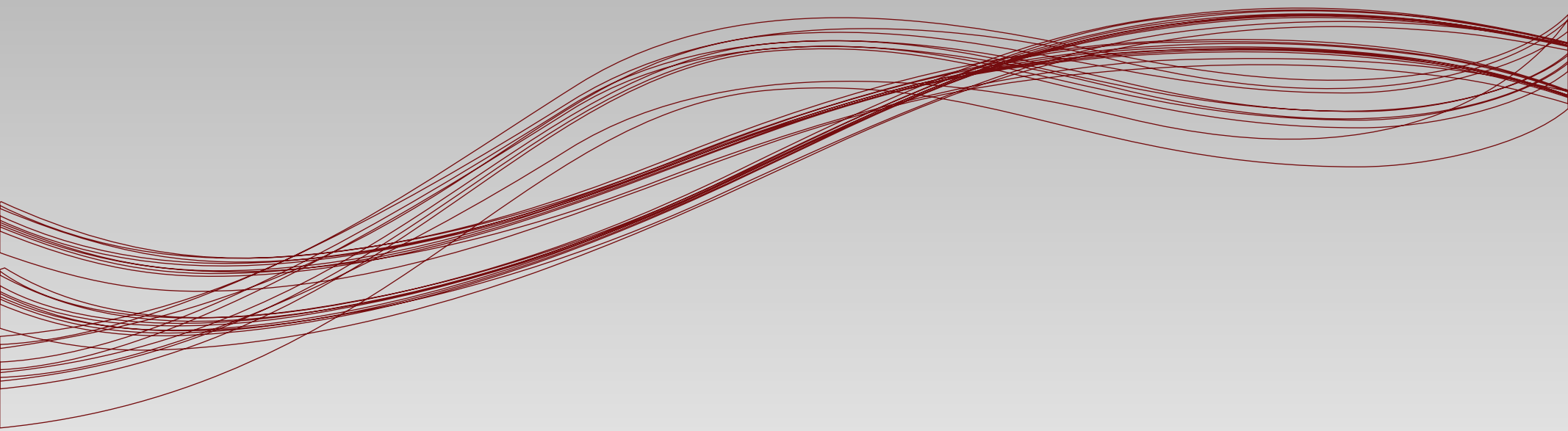
Chapter 2

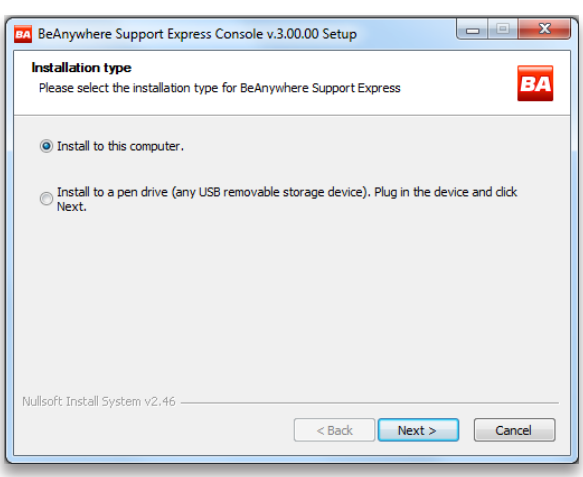


Install BeAnywhere Support Express

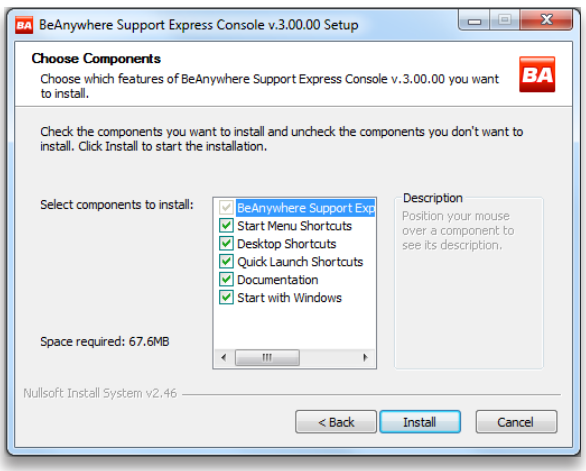
To download and install BeAnywhere Support Express

1. Go to www.beanywhere.com.
2. Download the tech console and run it.
3. Select the download destination and click Next.

It's possible to install BeAnywhere in as many computers and pen drives as you'd like, but only licensed technicians will be able to log in to it. You can have an unlimited number of technicians only after purchasing sessions.


BeAnywhere Support Express Console v.3.00.00 Setup
Installation type
Please select the installation type for BeAnywhere Support Express
Install to this computer.
Install to a pen drive (any USB removable storage device). Plug in the device and click Next.
Nullsoft Install System v2.46
< Back
Next >
Cancel

4. Select the components that you wish to install and click Install. Complete the installation by clicking on Install.


BeAnywhere Support Express Console v.3.00.00 Setup
Choose Components
Choose which features of BeAnywhere Support Express Console v.3.00.00 you want to install.
Check the components you want to install and uncheck the components you don't want to install. Click Install to start the installation.
Select components to install:
BeAnywhere Support Exp
Start Menu Shortcuts
Desktop Shortcuts
Quick Launch Shortcuts
Documentation
Start with Windows
Description
Position your mouse over a component to see its description.
Space required: 67.6MB
Nullsoft Install System v2.46
< Back
Install
Cancel

Terms

Portal – This will be the Web page to which you'll direct your customer in order to initiate a support session. There are various URLs you can choose from – to setup your portal URL, please go to the Profile>Integration>Exclusive Link in the Admin Area (see *Administration Area chapter* to learn more).

Pin Code – This is the 6-digit code that needs to be inserted by a customer on the portal page, in order to send a support request to the technician.

Console – The Console is the interface from which the technician is able to provide support to any client. The Console window presents a number of different assistance and management tools. It's possible to undertake an unlimited number of simultaneous sessions.

Applet – The Applet is the interface from which the customer can end a support session at any time and initiate/maintain a chat with the technician.

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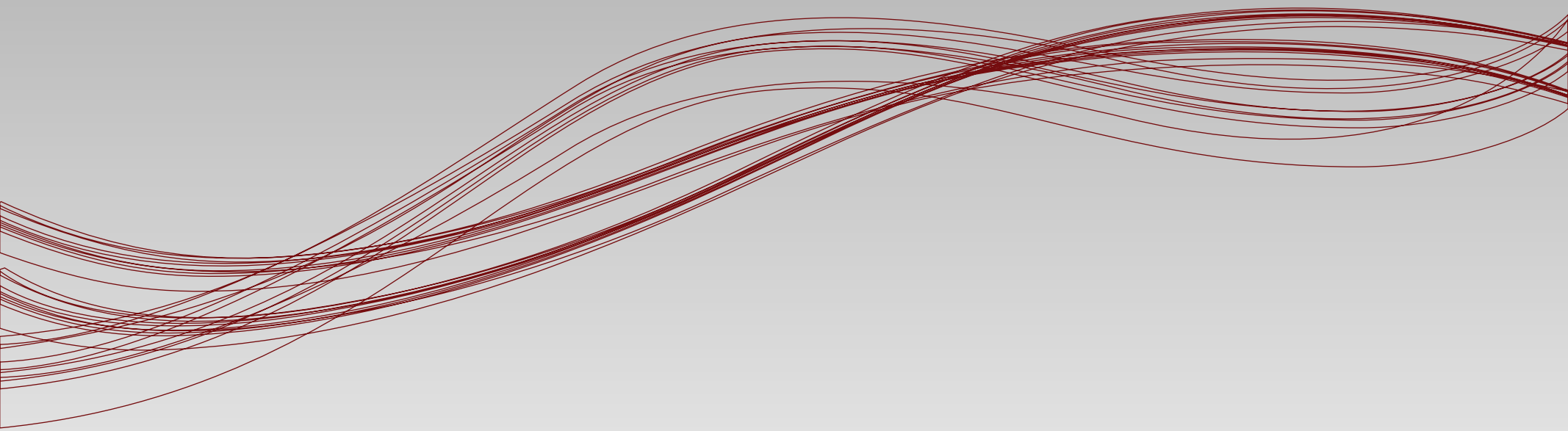
Chapter 3

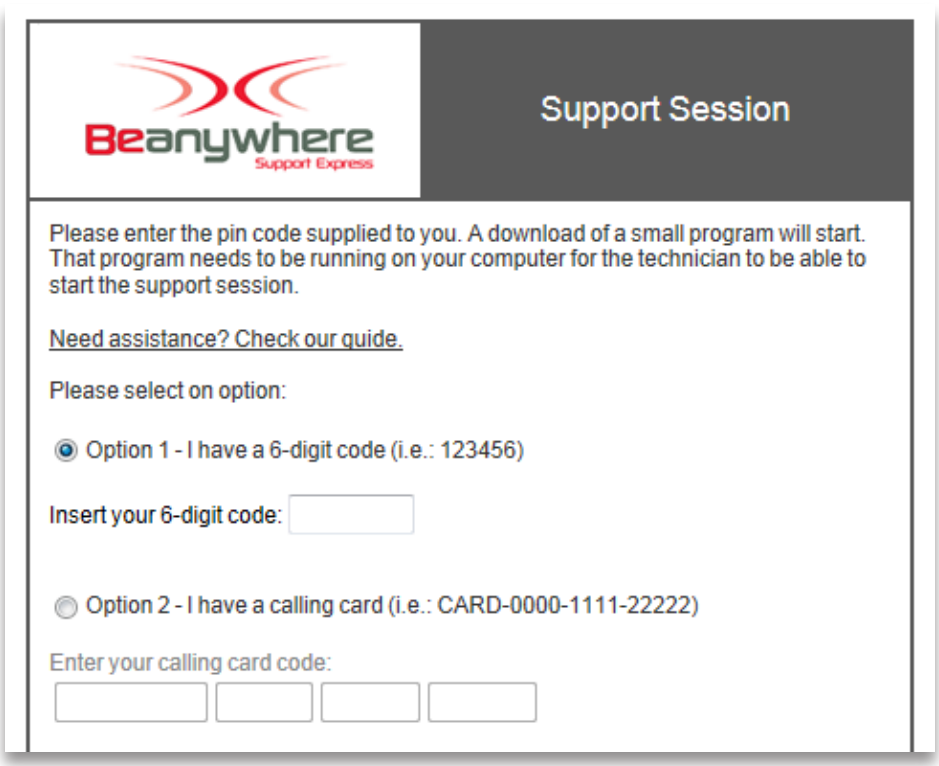


BeAnywhere Support Express Components

These are the main elements of a BeAnywhere Support Express session

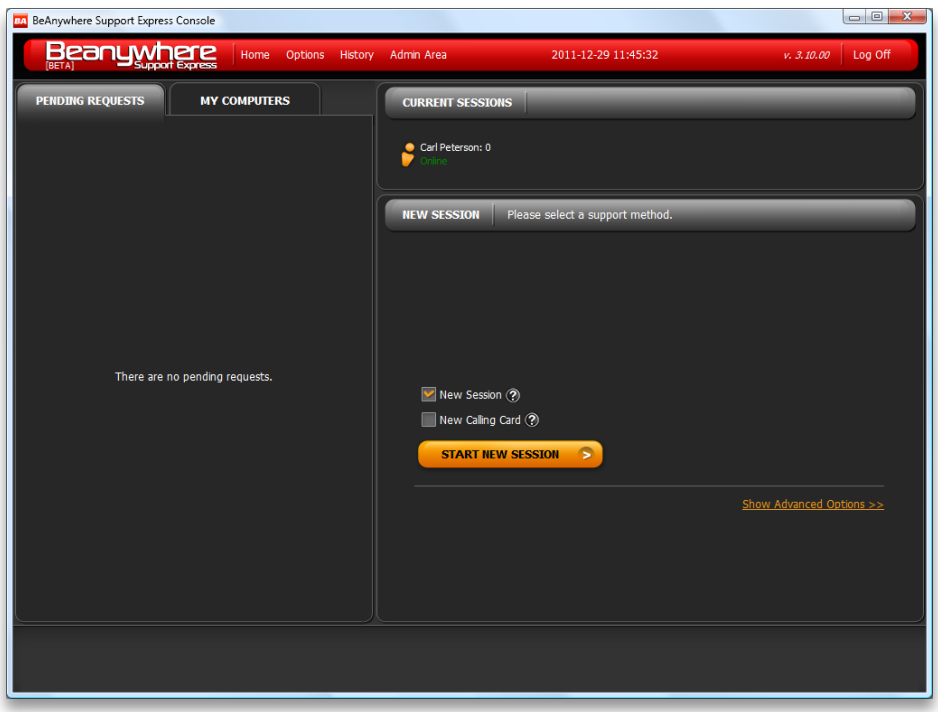
Portal

Through this website, a customer can send a support request and establish a connection with the technician.
The customer only needs to enter the previously provided Pin Code (Option 1) or the Calling Card activation code (Option 2). Then, just click on the 'Connect Now' button. These are two of the simplest ways to connect to a BeAnywhere technician, but there alternatives ways to do so (see *Alternative ways to start a session*).


Beanywhere
Support Express
Support Session
Please enter the pin code supplied to you. A download of a small program will start. That program needs to be running on your computer for the technician to be able to start the support session.
Need assistance? Check our guide.
Please select on option:
Option 1 - I have a 6-digit code (i.e.: 123456)
Insert your 6-digit code:
Option 2 - I have a calling card (i.e.: CARD-0000-1111-22222)
Enter your calling card code:

Console

The Console provides an interface from which you're able to manage incoming requests and provide the needed support to any given customer.
The latest console versions are available in [www.beanywhere.com.](http://www.beanywhere.com)
It's possible to install it directly to a computer or take advantage of its portable features by installing it into an USB pen drive.
You can truly provide assistance to your customers from anywhere – all you need is a PC with an Internet connection.



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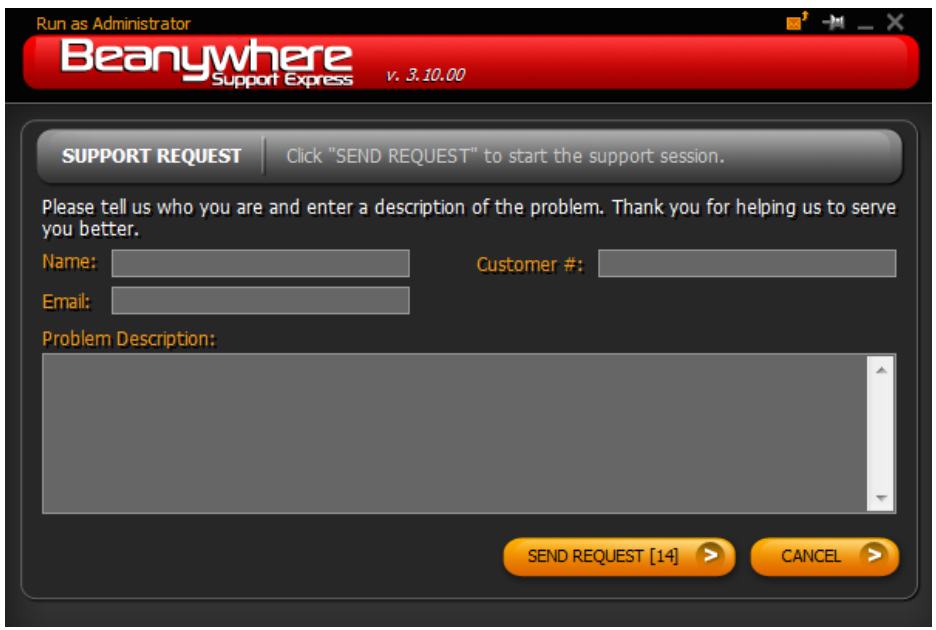
Applet

The Applet is a small Windows© application running on the customer's computer – but not permanently installed.
Its main features are the chat window directed to the technician and the option to determine the session beginning and end.
After the session is finished, nothing is left installed on the customer's computer.



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Chapter 4

Login and Start

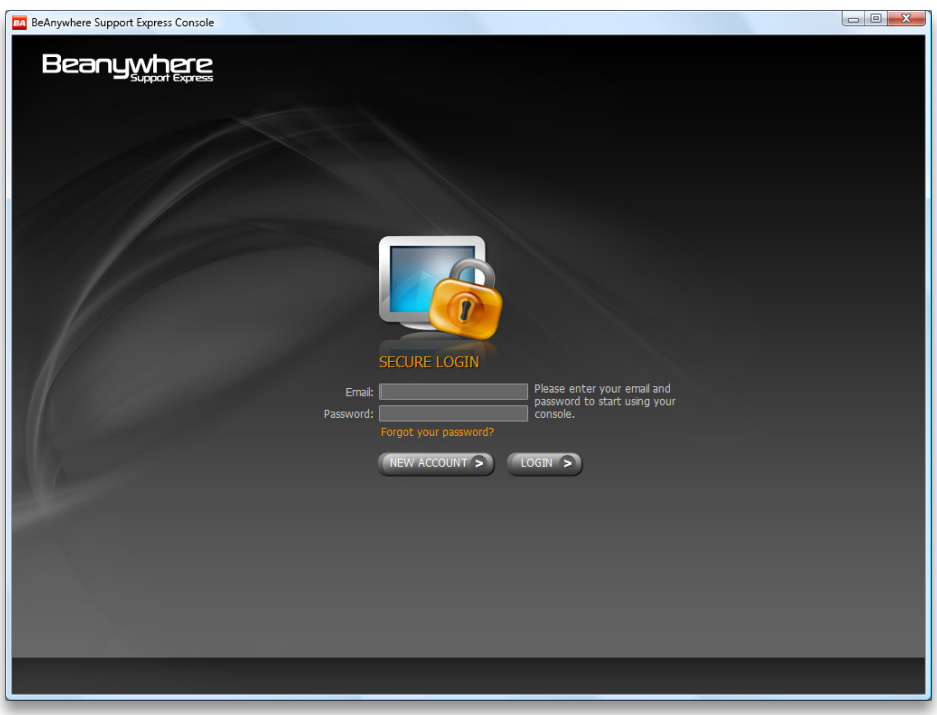
To start BeAnywhere Support Express:

If you have already installed the console on your computer, just initiate the application and undertake the necessary login procedures.

If you haven't yet installed BASE, please go to www.beanywhere.com, where you'll find the most recent version.

Console's start screen:

Enter your email address and password in the login window and click LOGIN. If you don't have an account yet, click NEW ACCOUNT and rapidly undertake the registry procedure.



Close or Exit BeAnywhere Support Express

To close BeAnywhere Support Express simply click in the X placed in the top right corner of the Console window. However, keeping the Console running in the background is strongly advised – that's the only way to take notice, in real time, of any incoming session requests. To keep the console running in the background, just minimize the Console window. You can restore it anytime by clicking in the BASE icon - - placed on your system tray.

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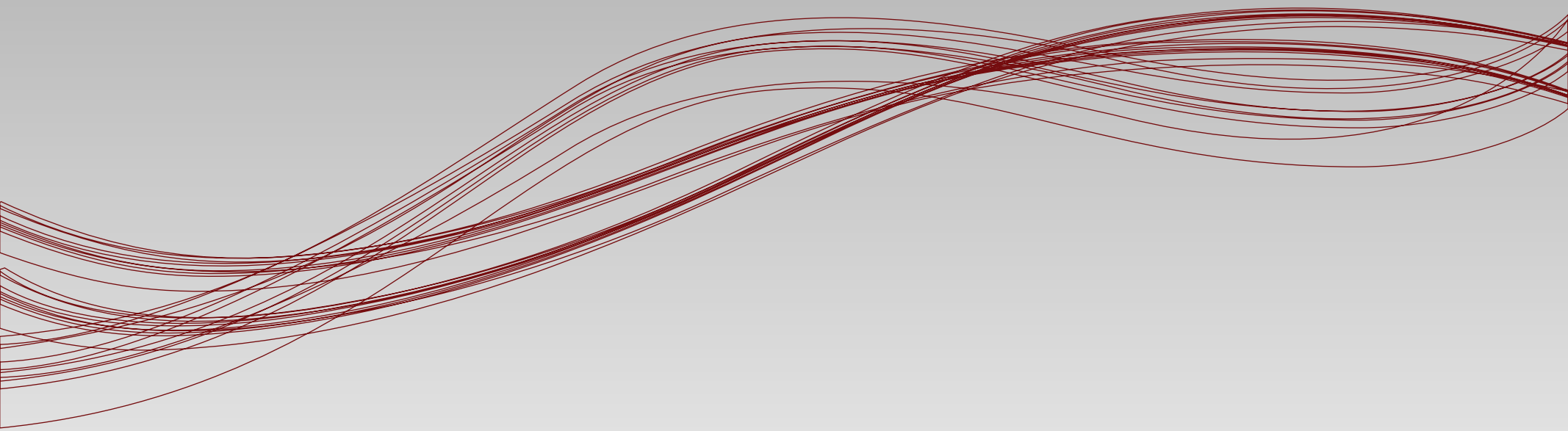
Chapter 5



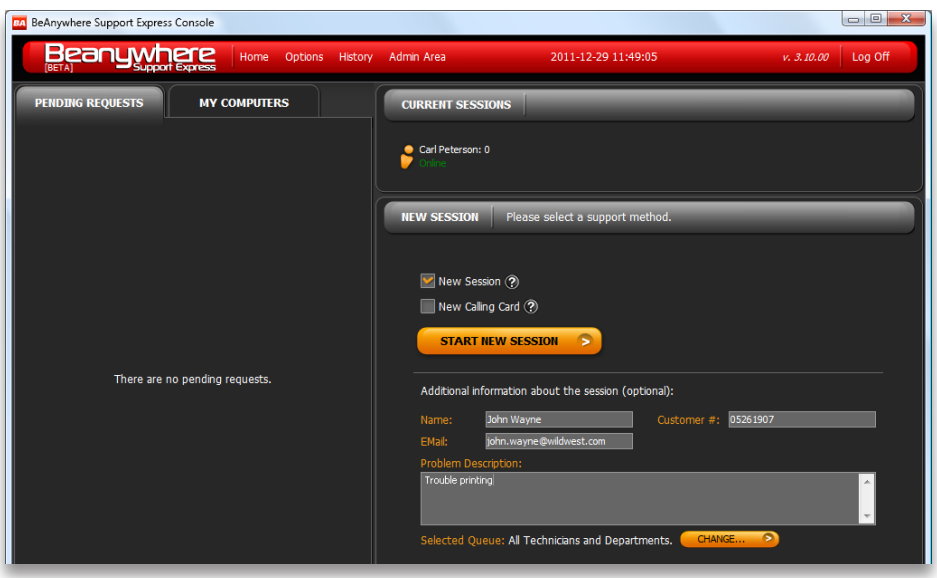
Support Sessions

Start a Support Session

To begin a support session, you must first generate a Pin Code and then convey that code to your customer. Remember that there are other ways to initiate a session (see *Alternative ways to start a session*).

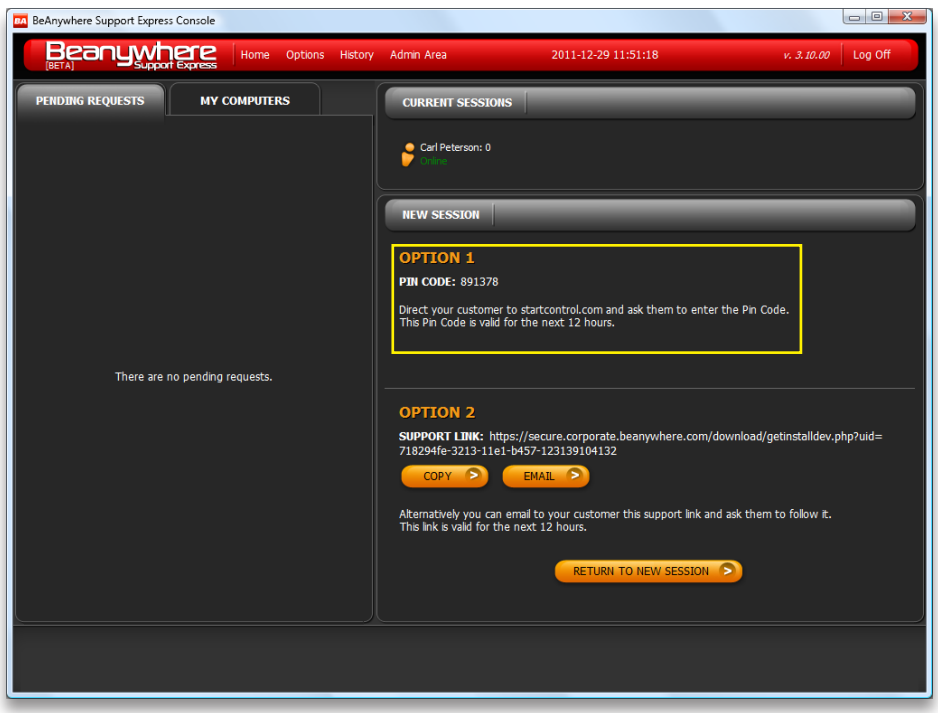
Step 1: Generate a Pin Code

You will need to generate a different Pin Code for each session and customer. A Pin Code has a 12 hours validation period. First, click the Start New Session button - START NEW SESSION - that you can find in the Console.



Step 2: Share the Pin Code with your customer

The Pin Code is presented under Option 1 (please see *Alternative ways to start a session* to learn about Option 2). By clicking in the six number code you'll immediately copy it to the clipboard. Now you must send that code to your customer (by email, for instance) and direct that same customer to your assistance Portal. The customer only needs to insert the Pin Code in the provided text box and the support request will be sent.



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End a Support Session

The tech or the customer can end a support session at anytime.
To end a session, the technician simply needs to click on the Close button, at the top right of the Console:
To end a session, the customer simply needs to click the "**X**" at the top right of the Applet.

Alternative ways to start a session

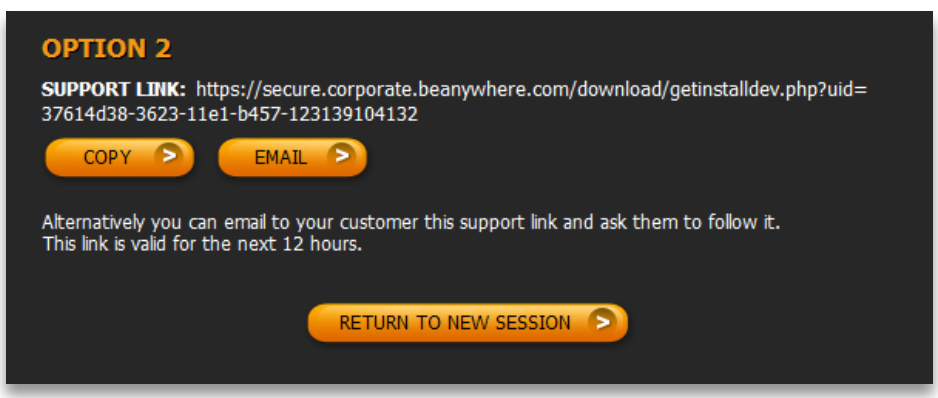
The Pin Code option is probably the most immediate and easy way to attend a customer. But there are alternatives that may prove very useful.

Site Integration: Take advantage of a Get Support button integrated within any of your web sites or applications, enabling your customers to send a support request with a simple touch of a button. Please check the section Site Integration for more information.

Beanywhere
HOME
SOLUTIONS
PRODUCTS
BUY
SUPPORT
COMPANY
LOGIN
NEW BUSINESS OPPORTUNITY
Become a BeAnywhere Country Partner
We want to find companies and enterpenours with experience in local markets to drive pinpointed business development. Get on board and take part on an exciting journey.
LEARN MORE
Personal Edition
Simple remote access to your computer from anywhere on the Internet.
DOWNLOAD
Support Express
Powerful and cost effective solution to provide remote support.
DOWNLOAD
GET SUPPORT
Universal Networking
It just works, from anywhere! Forget about firewalls or port configurations. If there is an Internet connection, BeAnywhere solutions can be deployed and managed.
Based on the Cloud
Pure SaaS, cloud distributed infrastructure. Less costs, no maintenance and full management from a console. Focus on your goals, not on the tools to get there.
Reliable and Safe
A resilient P2P protocol and routing servers around the world assure that you will always get connected. All the communications between every peer are fully encrypted.
It's FAST
Our protocol is one of the fastest in the industry. Almost 95% of our connections are made using adaptable P2P technology. It's like being on the remote computers!
Login to My Account
Email Address
Password
Choose a Product
Forgot Password
LOGIN
Minutes in sessions worldwide

Calling card: The technician is able to generate a download link from which the customer will initiate the download of a Calling Card. Through the console, the New Calling Card option, followed by a click on the Generate Calling Card button, will generate a download link and simultaneously copy it to the clipboard. The customer will only need to follow this link and install the application on his computer. From that moment on, a BeAnywhere icon will be placed, for instance, on the computer's desktop. Clicking that icon/button will send an immediate support request. As simple as that. The Calling Cards can be used and reused at any time, whenever the customer needs to contact the support services. (for more information, please check the Calling Cards chapter).

Support Link: Very similar to the Pin Code, you only have to copy the Support Link from the console interface and provide it to the customer. Following the link, the client will initiate the simple procedures needed to engage in a Remote Session.


OPTION 2
SUPPORT LINK: https://secure.corporate.beanywhere.com/download/getinstalldev.php?uid=37614d38-3623-11e1-b457-123139104132
COPY
EMAIL
Alternatively you can email to your customer this support link and ask them to follow it.
This link is valid for the next 12 hours.
RETURN TO NEW SESSION

Exclusive Link: In order to improve your brand awareness and make it easy for your customers to remember the support URL, you'll be able to create Exclusive Links. You can integrate, for instance, your company's name in the actual URL (see *Admin Area chapter* for more).

Software API: Our powerful API empowers you to integrate BeAnywhere in any software, enabling your customers to send a support request in an easy and seamlessly fashion.

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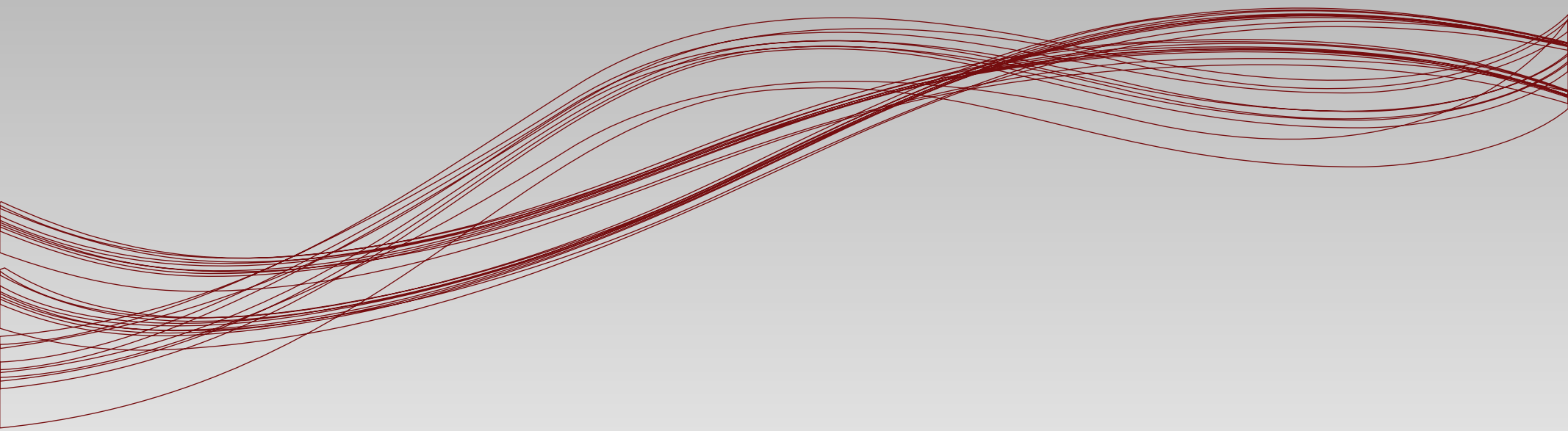
Chapter 6



Master Password

In order to increase the global security of the BASE infrastructure, a Master Password can be setup on every computer where BeAnywhere Agent is installed. This feature greatly diminishes security breaches related with misconfigurations or with the leak of BeAnywhere credentials. Setting up a master password is especially recommended on machines that perform key roles on their respective networks (i.e.: domain controllers, database servers, web or mail servers…) or with sensitive information. This feature can be used in conjunction with locking Windows at the end of each BASE session.

Adding a master password to BeAnywhere Agent

Each master password has to be setup individually on each machine. In order to do it, the following procedures must be done:

1. Open the BeAnywhere Agent configuration window on the remote machine: right click on the corresponding icon on the system tray and choose "Restore" from the context menu.

2. If the local remote user is not running with Administrator permissions (Windows Vista, 7…), click on Manage. A dialog will open, warning the user that the configuration program will have to be restarted with elevated privileges. Click "Yes". A Windows UAC prompt will be showed, and if the process is completed correctly, the program will restart.

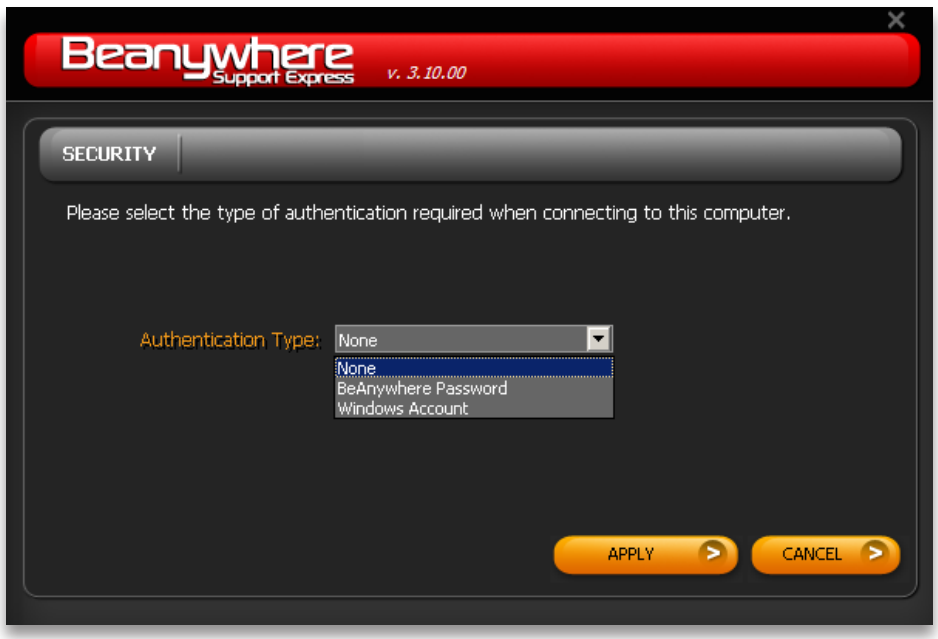
3. Click on Security.

4. On the new window, you will be able to choose the authentication type for that specific computer:

a. None – The feature will be disabled and by default the machine will be accessible by all the technicians that can access unattended computers. Please note that, by default, BeAnywhere locks Windows at the end of each session, which by itself is another layer of security.

b. BeAnywhere Password – You can choose a password with at least 8 characters, including letters, numbers and symbols.

c. Windows Account – This option uses Windows authentication, allowing the session to be authorized on the basis of a valid local or domain-based Windows account. For security reasons, only accounts which already have a profile created on the local machine will be correctly authenticated.



5. Allow restricted accounts to login to this server – If this option is unchecked, only local or domain administrators can login to the computer through BeAnywhere.

Click Apply.

The settings will be used on the next session.

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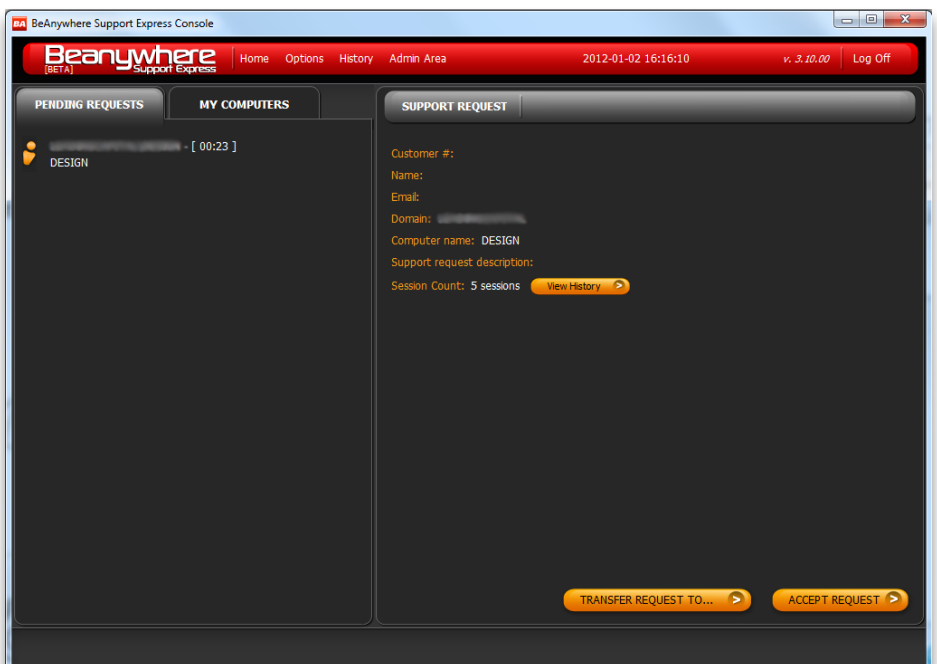
Chapter 7

Providing Assistance to Your Costumer

Session Window

When a technician accepts a support request, a new session window will immediately open up. The connection between both computers (local and remote) is established.
The initial window of the tech's console shows the request details provided by the client (if provided) and enables the access to the BeAnywhere support remote tools.



The Support request details are all editable, for later reference. In this section, it's also possible to generate a report destined to the client (please see the *Generate Reports chapter*).

Chat

The chat is a function that enables you to communicate with your customer, in real time, during a support session.

To communicate via Chat, select the *Chat* button -

- from the session window of your Console, enter your text into the text entry field and click *Send* or press the <Enter> key on your keyboard.

Important: In order to maintain a conversation with the client, the technician doesn't need to keep coming back to the Chat tab. The text box will accompany the technician's browsing through the console, placing itself at the left side of any new open window. This way, the technician can provide the necessary assistance while maintaining the conversation.

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Administrator privileges and Windows User Access Control (UAC)

BASE is fully compatible with Windows Vista's UAC (User Access Control). When you're controlling a computer with Windows Vista, you can ask for administrative privileges to your customer allowing you to have full access to their computer.
Use the Admin… button, that you can find in the bottom left of the Chat interface, to send out a request to gain access to the customer's computer with administrative privileges. If the customer accepts the request, the connection will be terminated and automatically reestablished asking the customer to enter the administrator's username/password. Please note that this button is only visible if the customer is not already logged in with Administrative privileges in their computer.

Remote System Information

The first thing that you'll see when you establish a session with a customer is a quick overview of his computer's configuration.
The chat interface of the session window will provide some important parameters about the remote system configuration, like operating system, memory or available disk space.

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Notes

In the chat interface of the session window, the technician can produce a complete description about the support session. On the left side of the screen it's possible for the tech to insert biographic details about the client (name, email, customer number, etc.), to provide a description of the problem and even gather some notes, useful for future reference.

Surveys

It's possible to send a survey during a support session. This feature, however, greatly depends of the Admin Area definitions (please, see the *Administration Area chapter*).

The first step is, naturally, the creation of the survey itself – in Management>Surveys, at the Admin Area.

At bottom left of the Chat interface window, the button Send Survey initates the sending procedures of any created survey.

Clicking in this option will show the available surveys. The technician should now select the one he desires to send. Aferwards, just click OK.

To check the answers report, please go to Reports>Surveys in the Admin Area.

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Remote Desktop

The Screen Sharing component of BeAnywhere Support Express allows you to view and access your customer's desktop.
At the beginning of the session, the customer must first confirm his willingness to share his screen. Also, the client is able to stop the session at any time.

To control the screen of your customer's computer, select the Remote Desktop tab - - in the session window of your Console.

1: Remote control toolbar.

You can find this toolbar at the bottom of the session window. From left to right, you have:

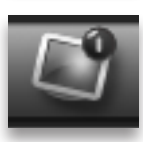
Remote monitor.
BeAnywhere Support Express helps you support those of your customers with multiple monitors. In that case, click on this button and select the one monitor you wish to access.

Screen resize.
You can choose to change the size of the image of your customer's desktop within your session window. You can resize the remote screen between 10% to 100% of its original size.

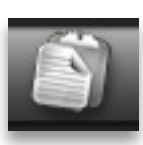
Color depth.
You can optimize the color depth of the image of your customer's desktop within your session window. You can set it to Grayscale, Low Color, Medium Color and High Color.

Full screen.
The session window expands to full screen allowing you to best picture the remote screen image.

Screen capture.
You can grab one or more screenshots of the remote computer and save them to a JPG file in your computer.



Restart Computer.
It's possible to reinitiate the client's operative system without knowing the respective windows credentials – helpful in software installation procedures or upgrades, for instance. Please note that the client's intervention is mandatory, in order to complete the process.



Transfer clipboard.
An alternative to the more usual Crtl+C e Ctrl+V commands, in case they're not functional. This option enables a transfer of the clipboard contents between both computers.

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Video Record.

Record the support session in a video file. For this recording to take place, the client's permission is mandatory.

Advanced Options.

Select View Only Mode, activate the Laser Pointer and ask for the remote user credentials.

Disconnect Session

This button will terminate the session.

Status Bar

The Tech Console uses a traffic light system to identify the status of the connection between the technician and the client, which can influence the performance of the solution. Both the Response Time and the Loss Percentage registered in a session are now classified by severity and shown to the technician.

Green means a good performance - No problems are expected due to this indicator. Yellow means that some performance decrease may occur. Red appears when the session is being disrupted by connection problems between the both parties.

What those two indicators mean?

•**Response:** It's the time that the information takes to travel between the Tech Console and the client's PC, or vice-versa. This value depends on the quality of the Internet connection in both machines, and also on the amount of traffic handled by the ISPs participating on the connection at a given moment (ex. Client ISP + Tech ISP or Client ISP + Intermediary ISP + Tech ISP). Hardware failures on both computers and on ISP devices can also hamper the connection.

Why it matters: This metric influence the responsiveness of the Remote Control feature (i.e.: the time between the moment the tech moves the mouse in the console and the moment that command is executed in the client computer - and the Tech Console screen is refreshed). The worse the network conditions are, the less good is the user experience.

•**Loss:** It's the percentage of lost packets during the time of the connection. This value depends on the quality of the Internet connection in both machines, and ideally should be zero even in slow connections. It can be influenced by hardware problems on the machines or with the ISPs participating in the connection. Bad networking is also a big factor (damaged cabling, poor quality signal on Wi-Fi networks…)

Why it matters: It has influence in the Remote Control user experience (less information correctly transmitted means a slower remote control, or problems with the refresh on the screen) and also on the speed of the File Transfer feature (because all the lost packages have to be resent until everything has been correctly received).

The status bar also shows two more values:

•UL: It shows the upload speed at a given moment.

•DL: It shows the download speed at a given moment.

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System Shell

Most of the remote support or system administration tasks can be performed at a low level, not requiring a full remote desktop connection.

On those scenarios, a command line is not only more flexible and faster, but it also adds the advantage of being much less bandwidth demanding. Also, there are situations, especially during support sessions, in which the remote graphical environment may be damaged or unresponsive. BASE provides an emulated command line that can be used to speed up the most common tasks.
BASE System Shell can be used in two different ways : a standard windows CMD prompt or a Powershell prompt (if available). Both of them have full administrative privileges and can be used to run batch files or WSH (Windows Scripting Host) scripts (if they can be interpreted by the remote system).
On the top left of the Window, you'll see the command prompt's mode, along with the privileges of the current session.

Using System Shell – General Commands

In order to use this feature, please select the System Shell tab after the session has been correctly established. The following buttons are present:

- **Restart shell** – Closes the shell being used and starts a new one, ending all the tasks occurring and deleting all the output history. The command history is kept on the command box.
- **CTRL+Break** – Breaks pending operations currently performing on the remote system shell.
- **Run batch** – Runs a batch or a script file.
- **Open Powershell/Open CMD prompt** - similar to restart shell, but it opens the new shell in the opposite mode it was before_-If a CMD was open, it opens a powershell and vice-versa.
- **Clear output** – Clears the screen, deleting all the output history from the shell.
- **Send** - Sends the commands inserted on the command box.

Navigating through the command box
You can access to the command history in the command box through the following keys:

- **Ctrl+Home** – Presents the first command inserted
- **Ctrl+End** – Presents the last command inserted
- **Ctrl+Up** – Previous command history
- **Ctrl+Down** – Next command in history

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Port Fowarding

BeAnywhere Agents can be configured to act as a gateway between local applications and services on the remote LAN that normally are not accessible from an outside network, being able to provide almost the same level of functionality as a Virtual Private Network. Use BeAnywhere to create temporary or permanent port forwards to the remote network and enjoy increased performance, security and simplicity in connecting to remote services. This feature is setup per remote machine for security reasons, and the permanent forwards are saved on the configuration of each console, which means that they will have to be recreated if the technician uses another console. To use this feature, follow this steps:

Configuring BeAnywhere Agent

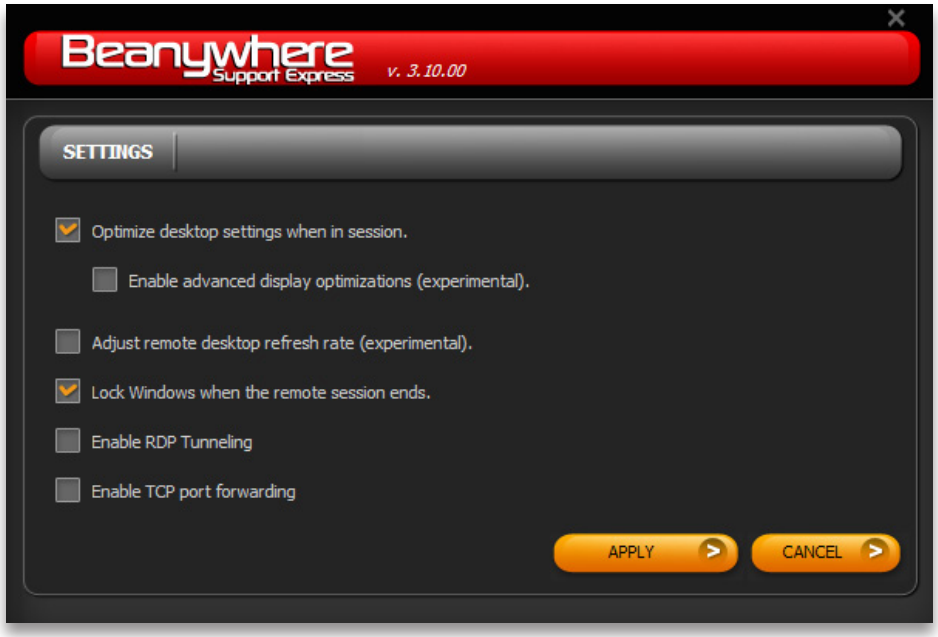
1. Open the BeAnywhere Agent configuration window on the remote machine: right click on the corresponding icon on the system tray and choose "Restore" from the context menu.

2. If the local remote user is not running with Administrator permissions (Windows Vista, 7…), click on Manage. A dialog will open, warning the user that the configuration program will have to be restarted with elevated privileges. Click Yes. A Windows UAC prompt will be shown, and if the process is completed correctly, the program will restart.

3. Click on Settings.

4. On the new window, select Enable TCP port forwarding.

5. If you want to enable automatic port forwarding of the Windows Remote Desktop Protocol to that same machine, select also Enable RDP Tunneling. This option only has influence on the usability of the Use RDP button in the console, which automatically launches the Windows RDP client pointed to the remote machine in session. You can establish an RDP tunnel to that machine or to any other computer in the network by manually setting up the relevant ports.



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Configuring BeAnywhere Console

1. During a session, on the Chat or System Shell tabs, click on Forward Port.

2. In the new window, there are three mandatory parameters:

a. Local Port – Refers to the local port number on which BeAnywhere console will listen for incoming TCP connections that will then be forwarded to the remote network. The local port is, as the name implies, the port belonging to the machine where the console is running. In order to avoid conflicts, you can use 0 and a free port will be assigned automatically. You can also insert a port range, using the following syntax: startport-endport (i.e.: 5000-5100). This is especially useful for services like FTP (see How to configure an FTP connection bellow). If you use a port range, please be sure to check if that range is free on the local machine.

b. Remote Host – The DNS or IP address where the remote service is. If the service is on the machine hosting the BeAnywhere sessions, please use localhost or 127.0.0.1.

c. Remote Port – This is the port where the remote service is listening for connections. BASE needs both the remote host and the remote port values in order to know where to route the local traffic. You cannot use a range on this field: if you insert a port range in the Local Port, that range will be forwarded to the remote computer starting from the port defined here (i.e.: Local port range is 5000-5100; if you had setup port 1000 as the remote port, BASE will forward the local traffic to 1000-1099 on the remote computer).

3. If you don't need anything else, assure that the Enabled box is checked and click OK. Not having the Enable box checked will save the port forward but you will need to activate it before use.

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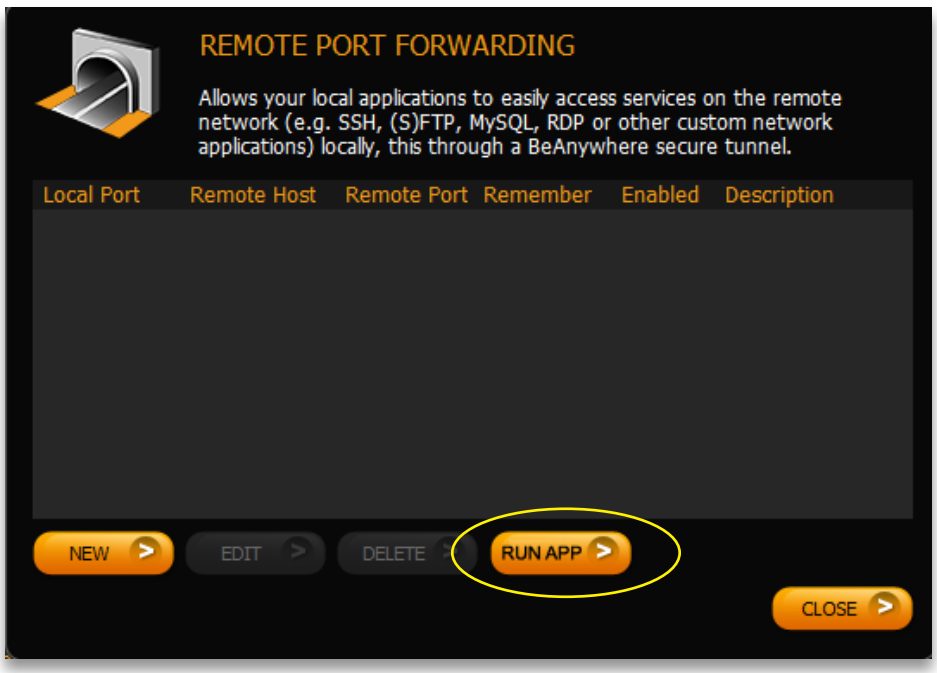
4. BASE also allows you to setup a specific app to be associated with a specific port forward. While any application can use the forwards configured using this feature, this allows you to invoke pre-configured programs from the console. To add an application, click on the folder icon, under Run Application.



5. If you want to pass parameters to the application (i.e.: the remote address), fill the Application Parameters.

6. Use the Description field to enter a description about the port forward. This is especially useful if you want to permanent forwards.

7. To use the port forward every time you connect to the computer, click on Forward this port each time I connect to this computer. This setting saves the port forward locally, on a configuration file.

How to configure an FTP connection

File Transfer Protocol (FTP) servers need several ports to communicate with clients. In order to setup an FTP connection using the BASE Port Forwarding feature, you have to know what ports is the server using, both for control and for data connections. You also will have to make sure that your FTP client is running on Passive Mode. Then, you can setup each port manually on the BASE console, or you can just use a port-range. In example: if an FTP server uses port 21 for control and then 5000 to 5010 for data connections, you will have to add two forwards: one for port 21 (any port on the local computer and port 21 on the remote machine) and another one for the ports used on data connections: on the specific case of the FTP you have to use as local ports the same ones that are configured on the remote host. So, for this example, you would use 5000-5010 as the local port range, and then 5000 as the remote port.

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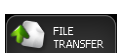
File Transfer

The File Transfer feature enables you and your customer to exchange files and folders. There are no restrictions on the type or size of the data that can be transfered.

To start transferring files, select the File Transfer button - 

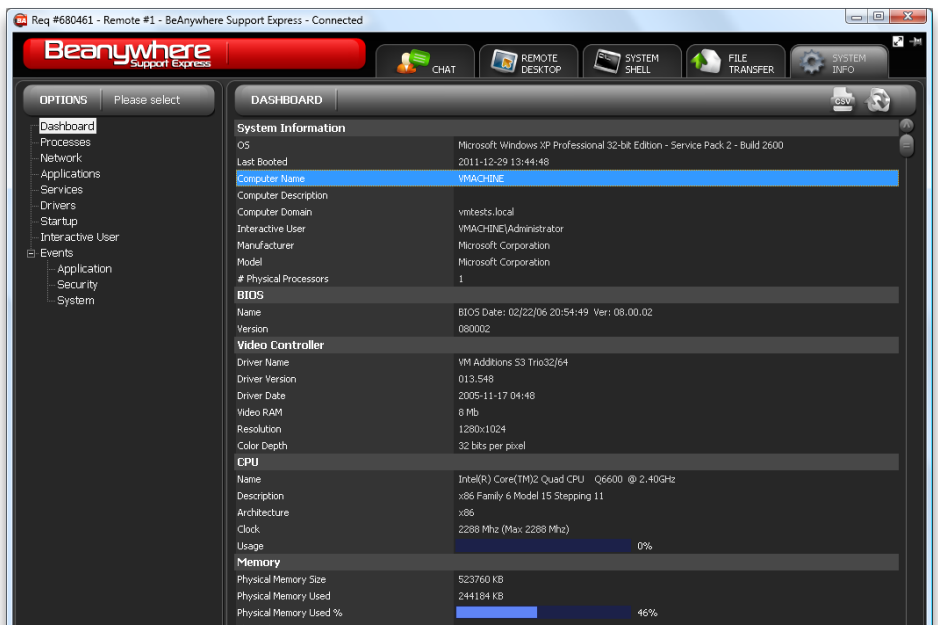
- from the session window of your Console. The File Transfer interface is very straight forward. On the left side you have the list of files and folders present on the technician's computer; on the right side is the list of files and folders present on the customer's computer. To start a transfer, just drag and drop files or entire folders.

The file transfer queue below will transfer each file at a time and it will show you a progression bar. You can change the priority of each file transfer by changing a file's position in the file transfer queue. Additionally you can pause and cancel each transfer.

System Info

The System Info tab -

- provides a wide variety of information about the assisted remote computer. The technician is able to easily consult parameters related to hardware, system drives, windows services, installed softwares, etc.



Every bit of information can be exported to a CSV file. To do so, please use the button placed on the top right of the interface:

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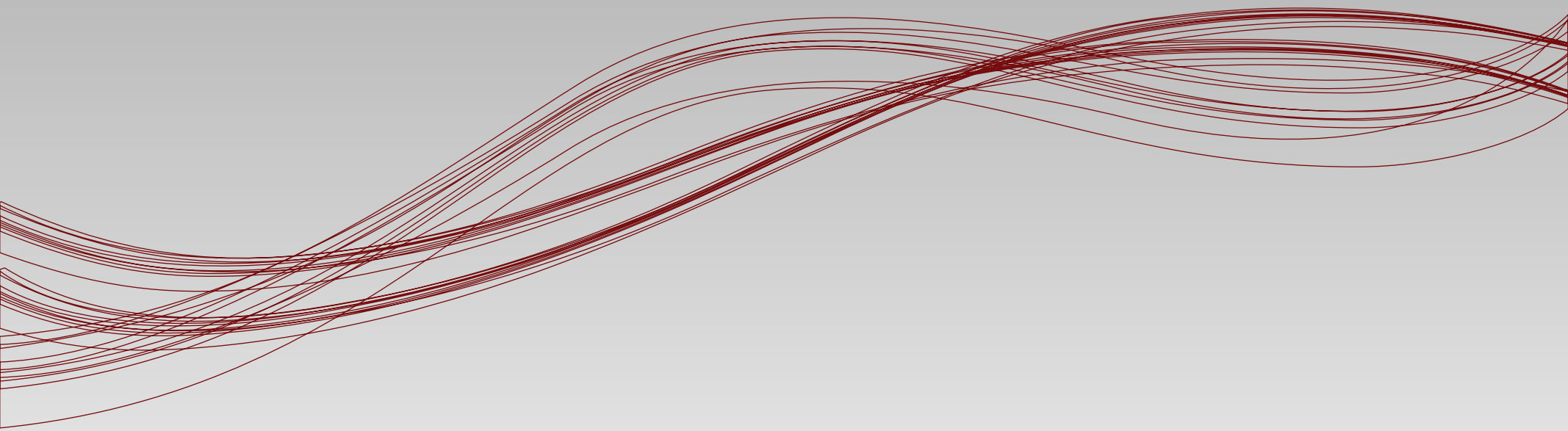
Chapter 8



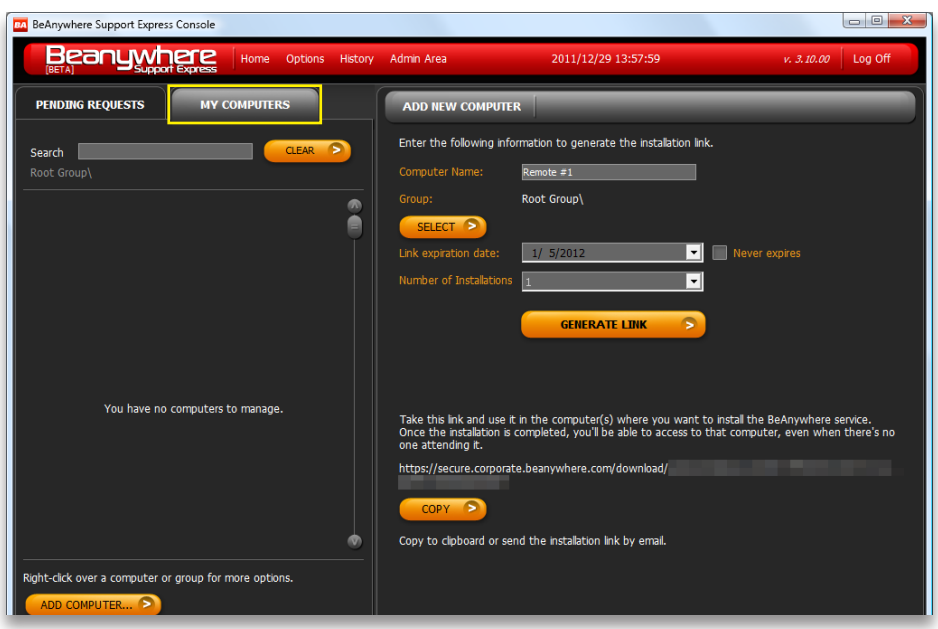
Unattended Support

To initiate unattended support sessions, the technician needs to add the client's computer to his list of computers. There are two ways of completing this process: during a support session (A) or after providing an installation link (B).

A – During a support session, at the bottom of the chat interface window, the technician will find the Add to My Computers button.

By pressing this button, the technician will ask the client's permission to, from this moment on, be able to provide unattended support to his computer. After the needed compliance, the client's computer will be added to the My Computers list. From that point on, a simple click on the computer's ID, as shown in the My Computers list, is enough to initiate a new remote support session even when the customer is away.

B – In the console's home page, select the My Computers tab.



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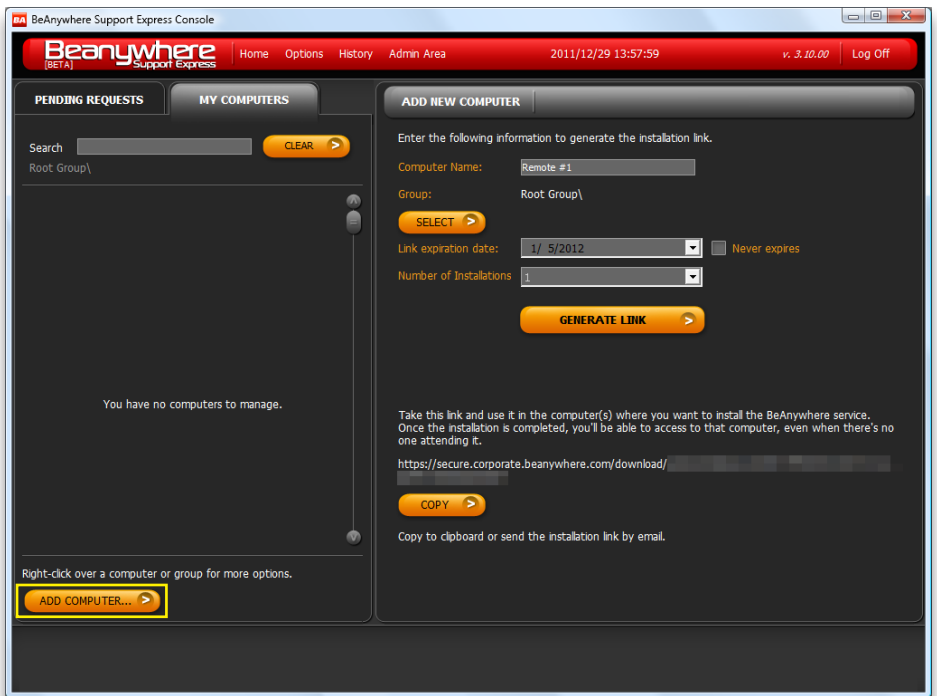
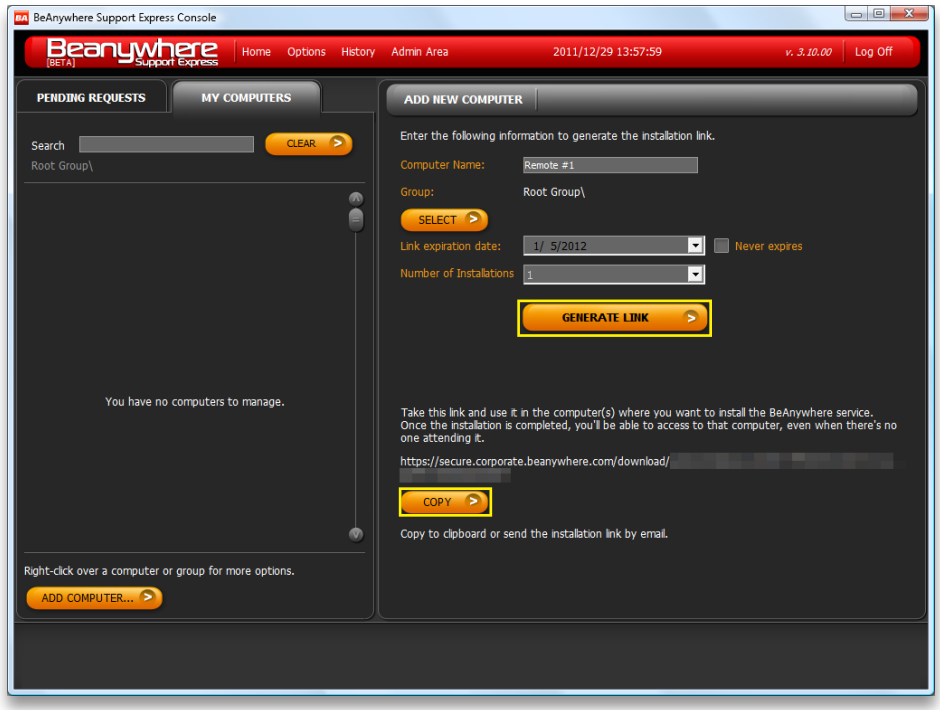
Next, in the bottom left, the Add Computer button - ADD COMPUTER... - will appear. Click in this button to add a new computer to the My computers list. In the right, a text box will invite the technician to insert the client's computer data.



By clicking Generate Link - GENERATE LINK - , an installation link will be created. This link should be sent to the customer.
Through the Copy button you'll be able to copy the link to the clipboard, allowing it to be pasted into, for instance, any text box or an Email body, ready to be sent to a customer.
The customer only needs to follow the given link and download the application. The technician will now be able to provide unattended support to that computer.



During the duration of any unattended support session, the BeAnywhere icon placed on the remote computer System Tray will alert the local user that his computer is being accessed by a technician.

- A remote session is taking place.

- No remote session occurring at the moment.

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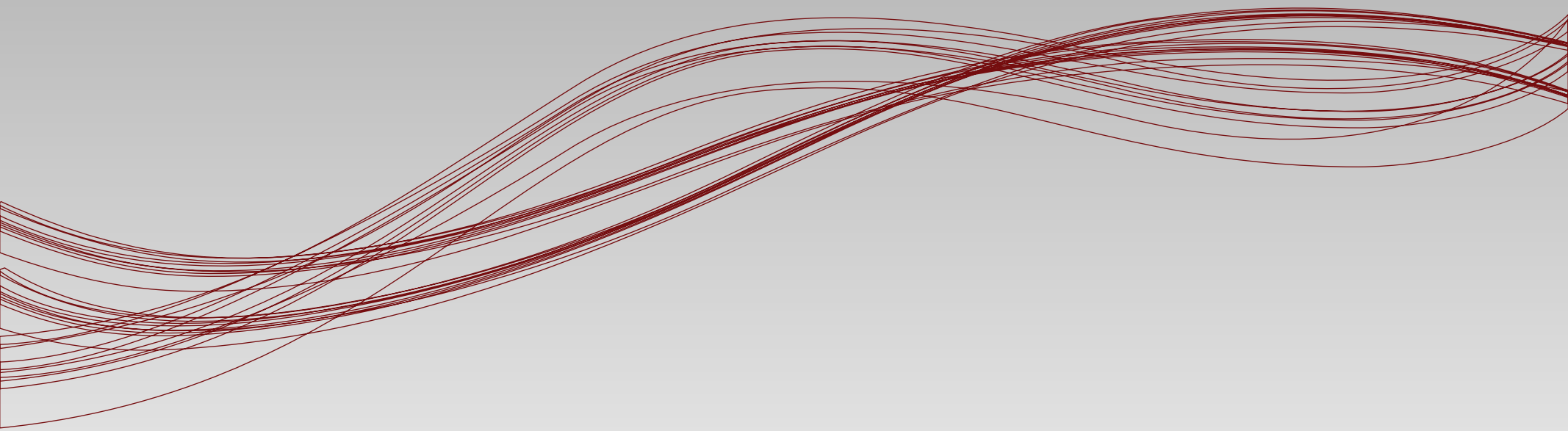
Chapter 9

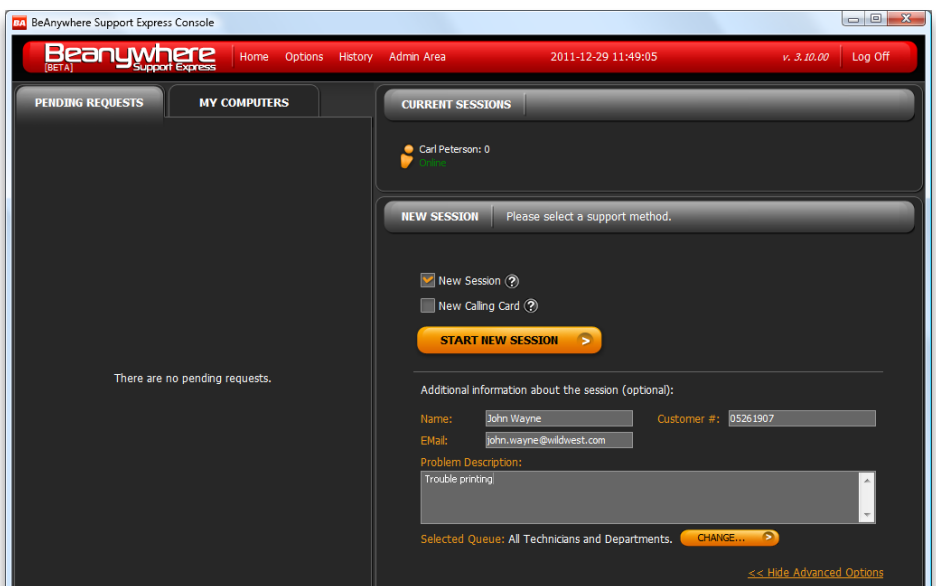


Session Transfer

It's possible to transfer sessions between different technicians and/or departments. There are more than three ways to do it: prior to the creation of a new Pin Code (A), before accepting a support request (B) and during a support session (C).

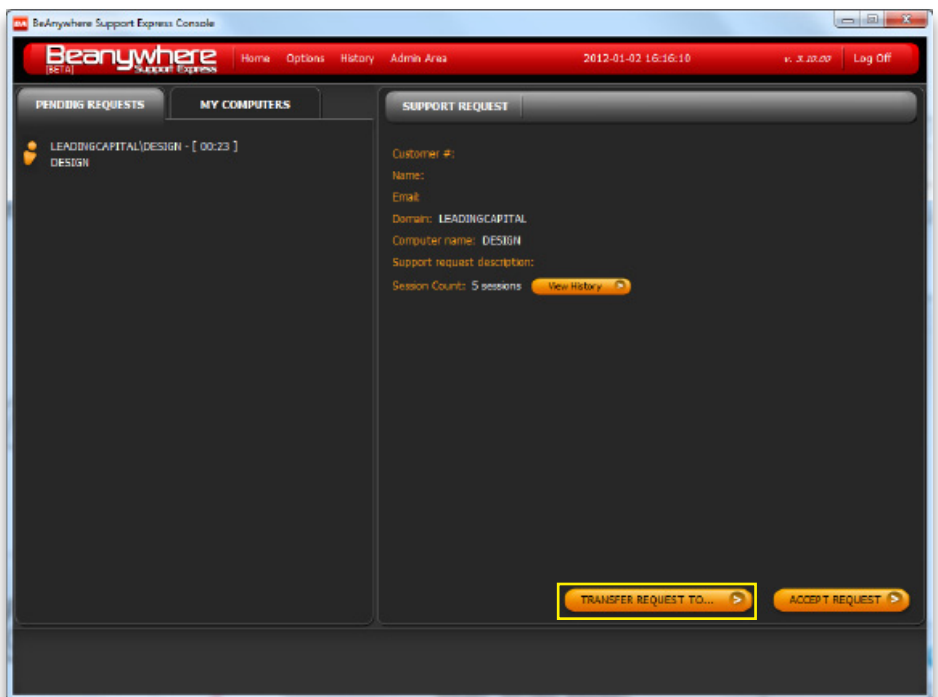
A – Prior to the creation of a new Pin Code

In the console's homepage, the technician should click in the Show Advanced Options option. After that, pressing the Change button (placed at the bottom of the window) will enable you to redirect the support request to any specific department or technician. Upon the client's insertion of the new Pin Code, the generated support request will be sent directly to the technician/department previously selected.



B – Before accepting a support request

Incoming support requests can also be redirected to any specific technician/department. The Pending Request tab (top left) shows a list of computers that, at that given moment, are waiting for assistance. Clicking over any of them will unveil related info, as well as two buttons: Accept Request and Transfer Request To. The second option will enable you to direct that request to any specified technician/department.
It's possible to add a note to this transfer order – explaining, for instance, the reason behind the transfer.



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C- During a Support Session

It's possible for a technician to redirect a customer even during a remote support session.
In the Chat window's bottom right, the technician can access the Transfer Session button - . Clicking this button will initiate the transfer procedures. Again, it's possible to add a note to this transfer order – explaining, for instance, the reason behind the transfer.

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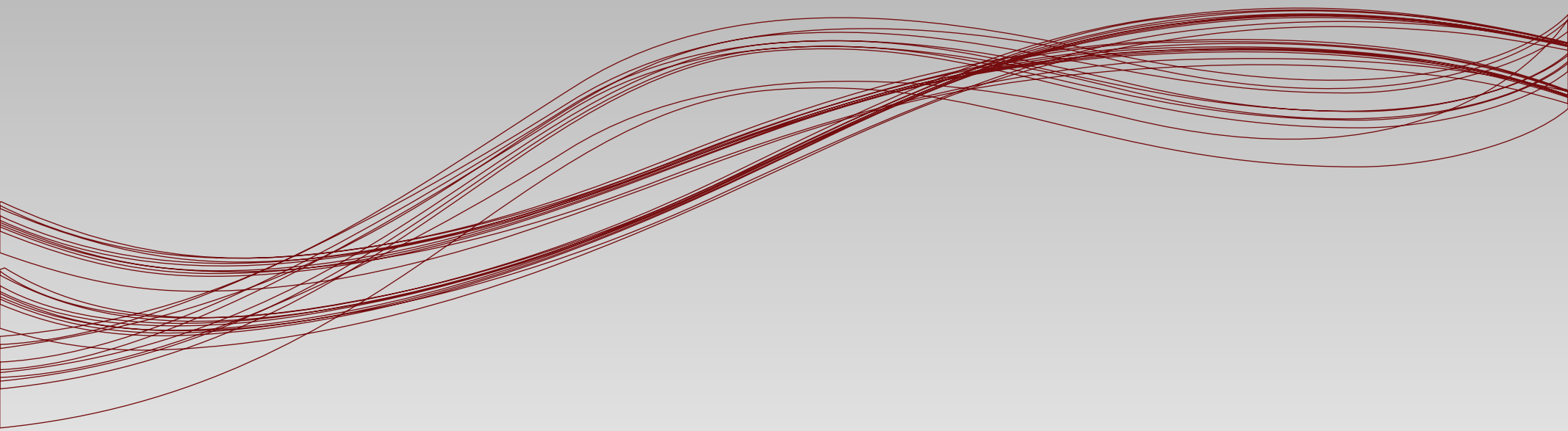
Chapter 10



Calling Cards

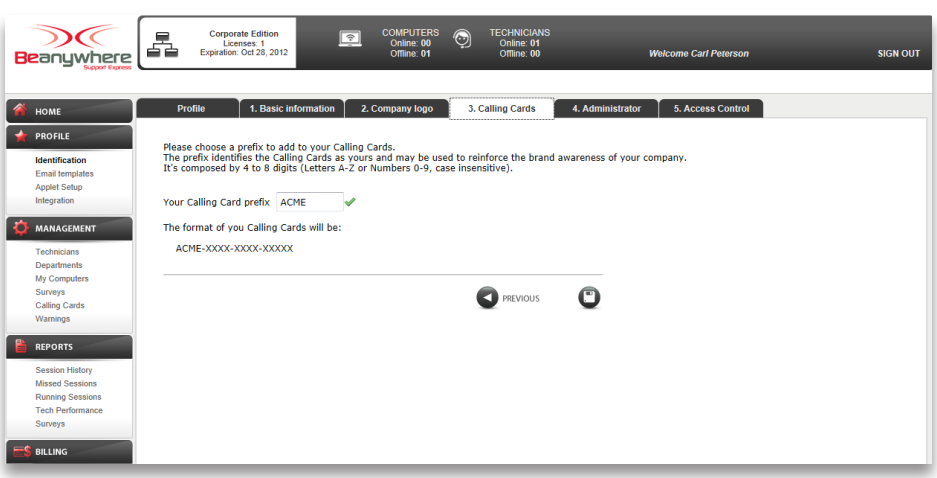
A calling card is a special version of the applet that can be dropped on a client's computer and, therefore, used every time he needs remote assistance. Calling Cards have a reference ID, composed by an alphanumeric prefix and 13 algorisms – this ID is used for downloading this special applet. The Calling Cards can be setup with an expiration date and a maximum session time defined, allowing a great deal of flexibility for providers to create special promotions or different support products. BASE allows the creation of single Calling Cards - through the console - but also batches can be generated - using the Admin Area. The management of all the Calling Cards is also made through the Admin Area.

Pre-Configuring the Admin Area

Before using the Calling Card feature, you should choose the prefix that will be used on all the calling cards generated through your account.

1. The prefix configuration is fundamental. This option is presented to you on the Startup Wizard. If you missed the wizard, or if you want to change your calling card prefix, go to Profile>Identification>4. Calling Cards.

2. There, you can choose a calling card, composed by 4 to 8 digits (Letters A-Z or Numbers 0-9, case insensitive).



3. If the prefix you inserted meets the definitions described before, a green checkmark will appear and the format of your calling cards will be previewed below.

4. Clicking on the save icon will save all of the information in Profile>Identification, not only the one inserted on the calling cards tab.

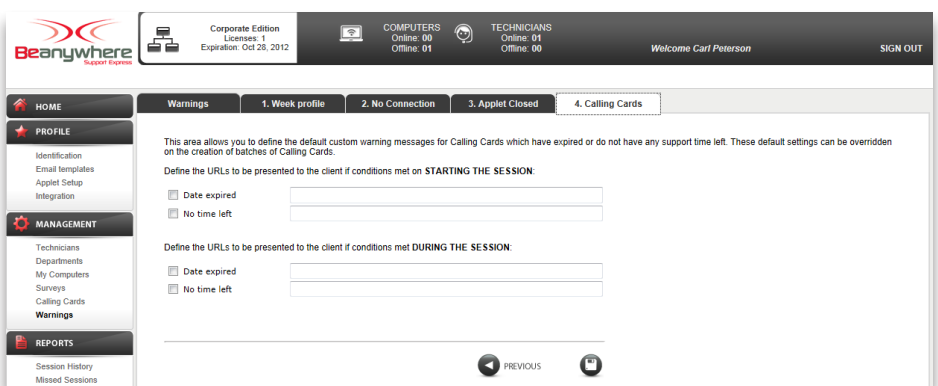
5. You may also want to setup the scenarios in which a defined URL is automatically opened:

a. Before the beginning of the session

- **i.** When the Calling Card's date has expired
- **ii.** When the Calling Card has no time left

b. After the session is started

- **i.** When the Calling Card's date has expired
- **ii.** When the Calling Card has no time left



You can find those in Management>Warnings>4. Calling Cards. None of these options is mandatory. If no information is inserted, an error message will be presented to your user when trying to establish a connection or during a calling card session – in these scenarios, no webpage will be presented to your client.

6. Clicking on the save icon will save all of the information in Management>Warnings.

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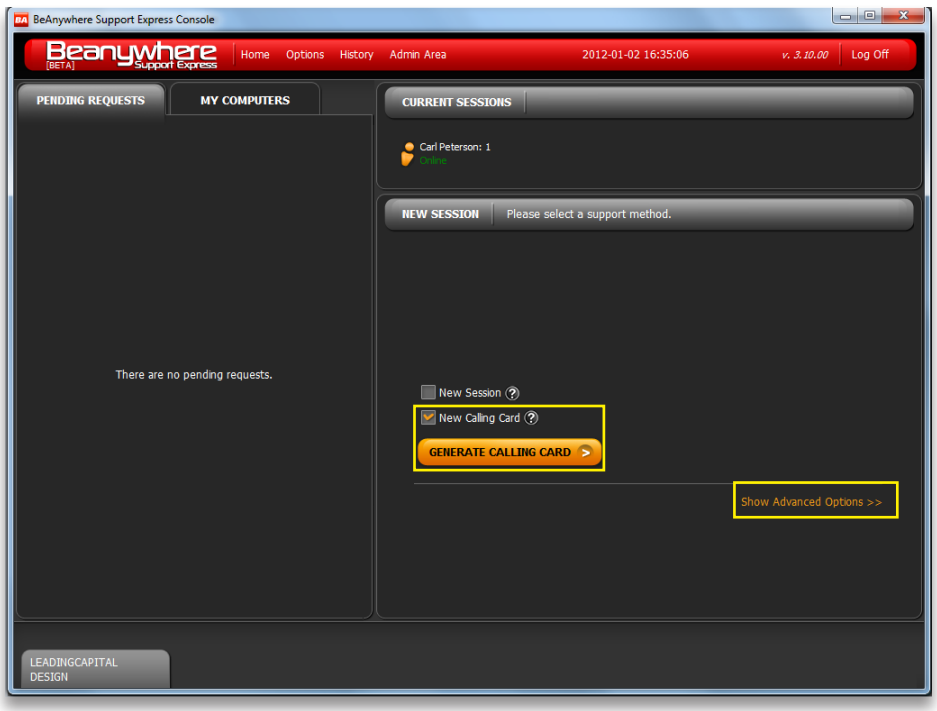
Creating a single Calling Card in the console

1. On the main window of the BASE console, select New Calling Card and click Generate Calling Card - GENERATE CALLING CARD >.

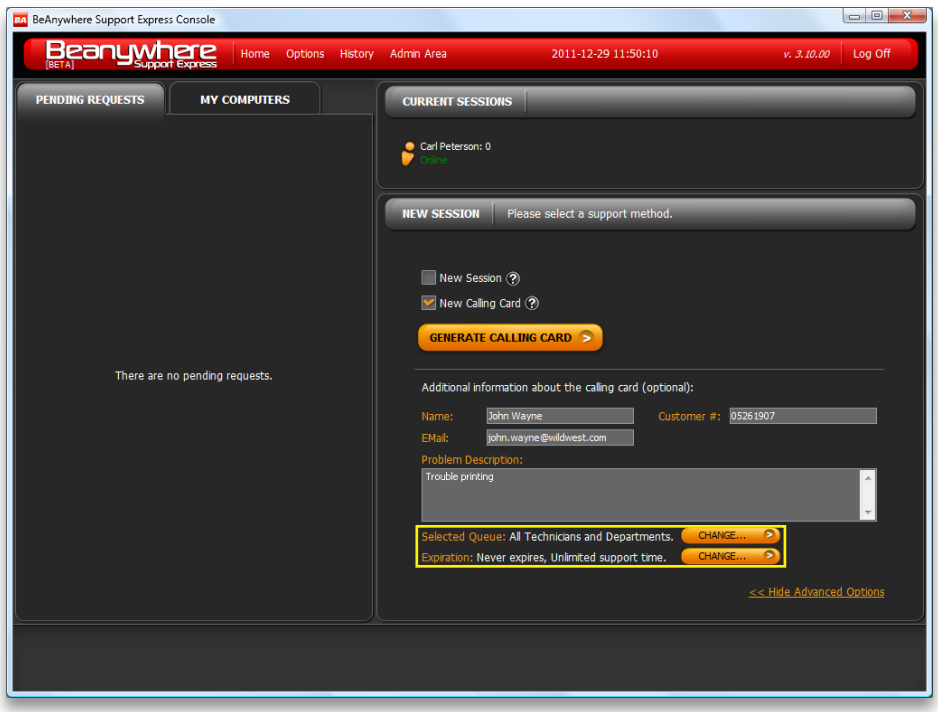


2. If you do not want to set up any advanced options, click on Generate Calling Card. Otherwise, click on Show Advanced Options.

3. Besides the optional information that can be added to a calling card (customer name, number, description...), you may setup the groups or technicians that receive requests, along with the expiration options.

a. To setup who will receive the requests generated by a calling card, click the Change button on Selected Queue. A new window will appear, in which you can choose a specific department or technician.

b. To setup expiration options, click the Change button on Expiration. You can define the session time included, choosing from unlimited support time to a certain number of minutes, hours or days. The expiration date defines the validity of the Calling Card. It can go from never expiring to expiring on a certain day, thus not being usable beyond that date. This two options - Support Time and Expiration Date – are independent, meaning that you can setup both of them, only one of them, or even none of them.



4. After configuring the relevant advanced options, click on Generate Calling Card.

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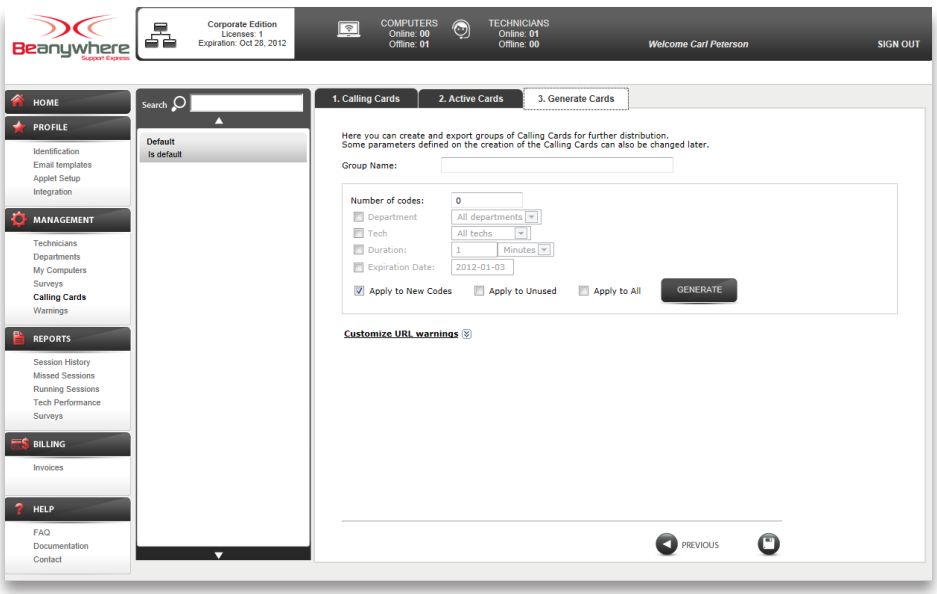
Creating a batch of Calling Cards in the Admin Area

1. On the admin area, click on Management>Calling Cards.

2. On the first tab, click on Create New, which will direct you to the third tab (3. Generate Cards).



3. Insert the name for the batch to be created on Group Name. For adding calling cards to an existing batch, see Calling Card Management.

4. Insert the number of codes. If you do not want to set up any advanced options, click on Generate. Otherwise, continue to the following fields.

5. If you want to limit the departments who will receive the requests, click on the respective checkbox and select a department from the dropdown list.

6. In order to limit the technicians who will receive the requests, click on the respective checkbox and select a tech from the dropdown list.

7. For limiting the session time included, select Duration and define a certain number of minutes, hours or days.

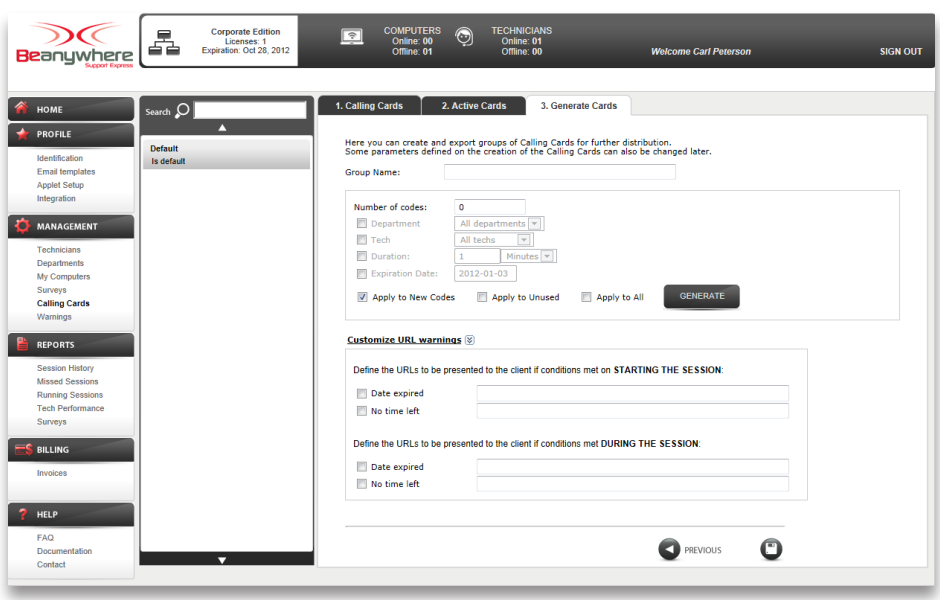
8. To determine the expiration date, select Expiration Date and click on the date. A new window with a calendar will appear, allowing you to select a specific day.

9. Then, you need to make sure that the checkbox Apply to New Codes is selected, or else the new codes will not be created.

10. If you click on Customize URL warnings, you can also setup if an URL is to be open on the following scenarios:

a. Before the beginning of the session
- **i.** When the Calling Card is date has expired
- **ii.** When the Calling Card has no time left

b. After the session is started
- **i.** When the Calling Card is date has expired
- **ii.** When the Calling Card has no time left



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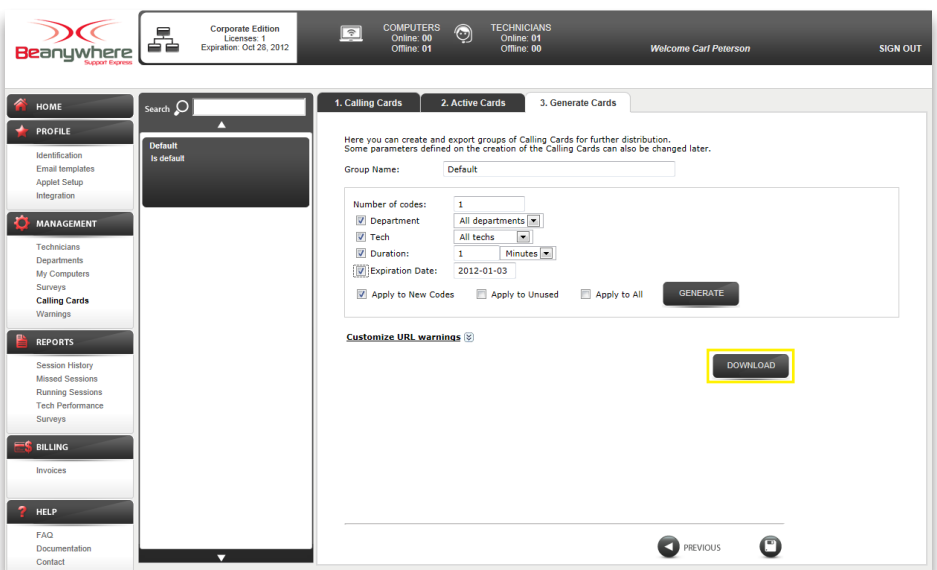
None of these options is mandatory, and if no information is inserted, the system will look for a default configuration, which can be defined on Warnings>Calling Cards. If no information is defined there, an error message will be presented to your user when trying to establish a connection or during a calling card session – in these scenarios, no webpage will be presented to your client.

11. Click on Generate or on the save icon. The second tab (2. Active Cards) will be opened, listing all the calling cards you have just generated.

12. If you want to download the list of cards to a CSV file, click on 3. Generate Tabs and hit the Download button.



Calling Card Management

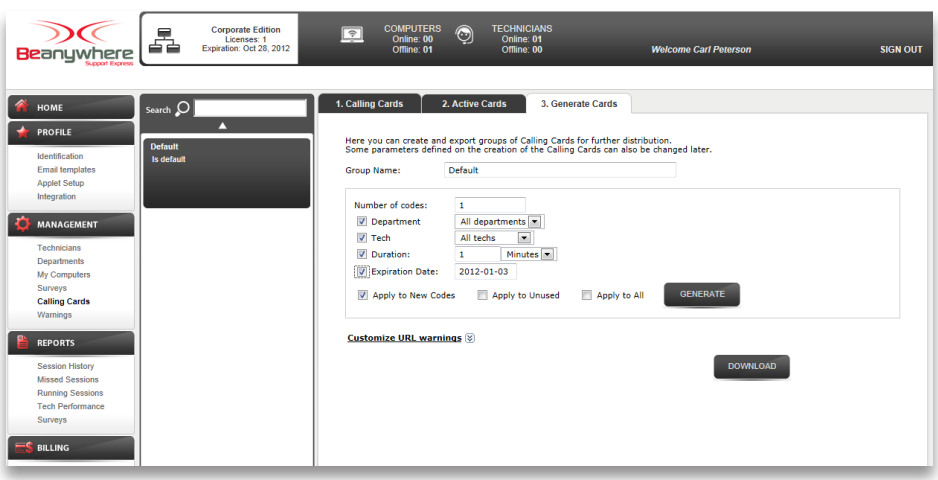
Besides managing the global settings for groups of calling cards, you can manage single calling cards or several calling cards at the same time (belonging to the same or to different groups).

Manage a group of cards

1. To manage the global settings for a group of calling cards, click on its name, at the list on the left.

2. Select the third tab (3. Generate Cards).

3. Change the relevant options (Number of Codes, Duration, Department, etc.).



4. Select the scope of the changes by clicking on one of the following checkboxes:

a. Apply to New Codes - The settings will be applied only to new codes created in the group. If you are adding codes to the group, you have to select this option, or else the new codes will not be created.

b. Apply to Unused - The settings will be applied to all of the unused codes, regardless they are new or not.

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c. Apply to All - The settings will be applied to all codes.

5. You can also change the Customize URL warnings. These settings will always be applied to all of the codes on the group, regardless of the scope defined on the previous point.

6. Click on Generate or on the save icon. A confirmation window will appear.

Manage one or more cards

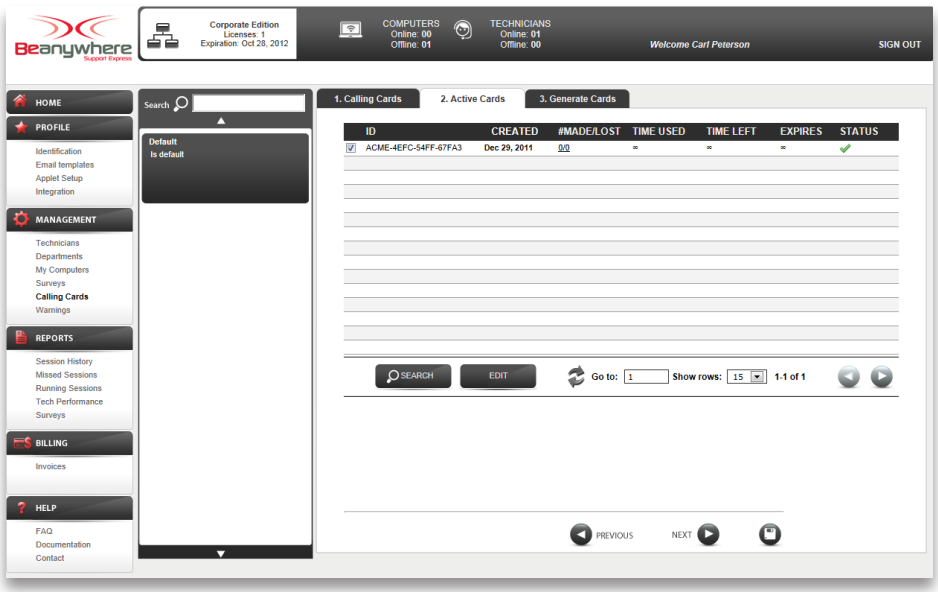
The management of one or more cards is done at the second tab (2. Active Cards). By default, all the cards from all the groups will be listed here, unless you select one of the groups from the list to the left. In that case, the table will be showing only the calling cards belonging to that group. The table includes the following information:

ID - The calling card number, which will be used for downloading the special applet.
CREATED - Date of creation of the card.
#MADE/LOST - Number of sessions made and number of sessions that were not answered by the technicians.
TIME USED - Time already used on sessions.
TIME LEFT - Remaining time for support.
EXPIRES - Date of expiration of each card.
STATUS - Visual indication of the status of the calling card. If it is still valid, a green checkmark will be shown. A red "**X**" means the code is expired or was revoked.
To manage one or more cards, please perform the following steps:

1. Select the checkbox corresponding to the code or codes you want to change.

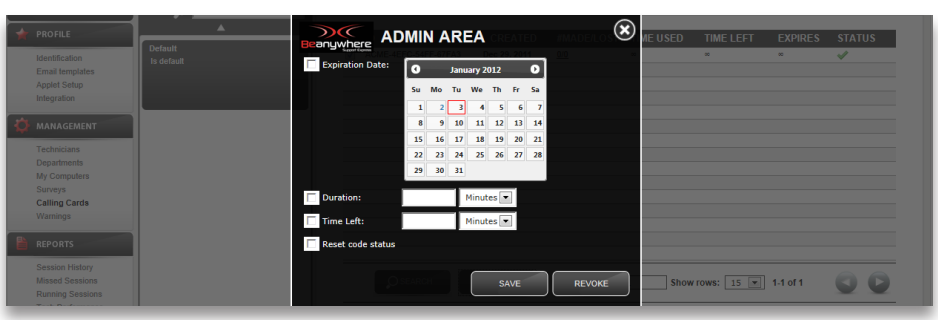
2. Click on Edit.

3. You can change the expiration date, the duration (total time of the card), and the time left.



4. Clicking on Reset code status reactivates a revoked code.

5. After changing the relevant fields, click on Save. The Revoke button disables the use of one or more codes, thus blocking them. Clicking on this button will prompt a confirmation window – if you agree, the code will be permanently banned from BeAnywhere network.
To search for codes, click on the Search button and a new window will appear. Here you will be able to choose from several options:



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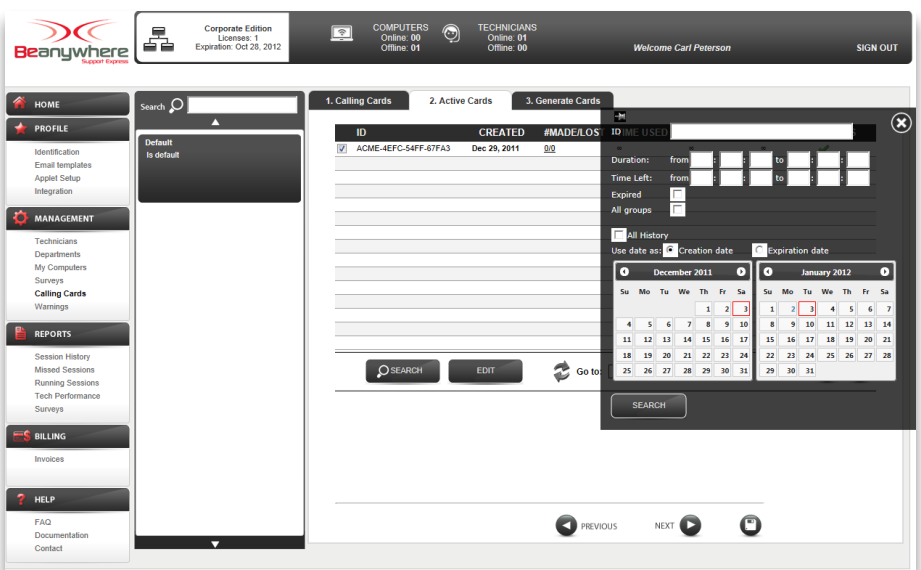
ID - The calling card number, which will be used for downloading the special applet.
Duration (From-To): Time configured to the card.
Time left (From-To): Time left on the card.
Expired - Selecting this option will include expired cards on the search.
All groups - searches cards from all of the existing groups.
All History - search from the beginning.
Use date as Creation date/Expiration date (From-To): allow a delimitation of the search by creation date or by the expiration date defined.
Select the parameters relevant to your search and click Search.
The table will then display the filtered results.



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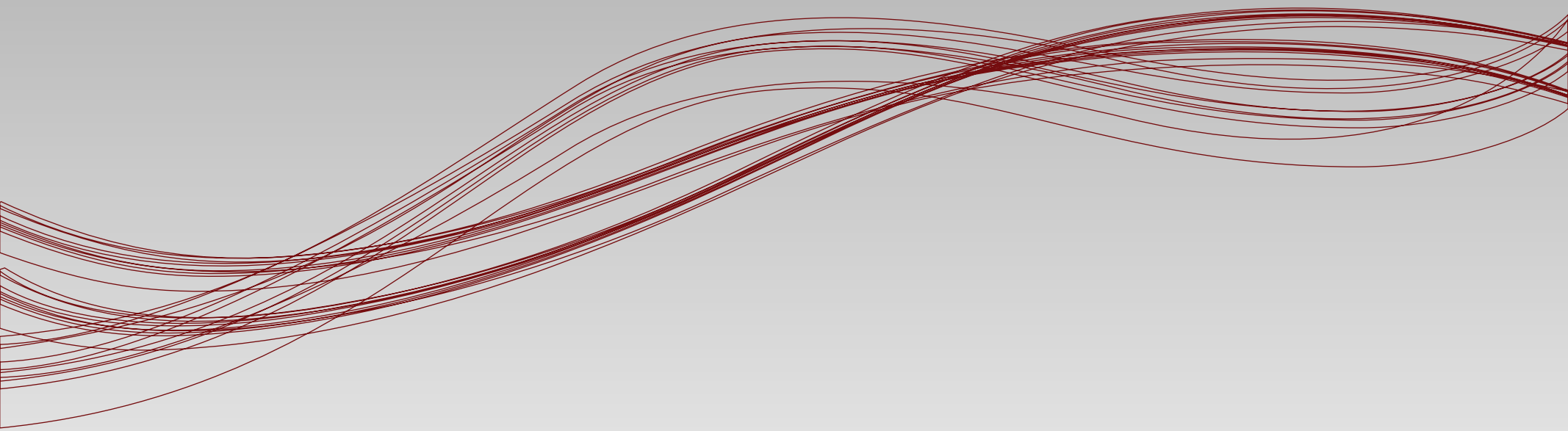
Chapter 11



Using Base Proxy

BeAnywhere Support Express Proxy can be used in situations where the remote machine has no connection to the Internet or when it connects to the Internet using an unsupported type of proxy or authentication. It must be installed on the remote LAN, in a computer not only reachable by the BASE Agents and Applets, but also with free access to the Internet (i.e. a machine on the DMZ or even the firewall machine). It can be configured to restrict which BASE Agents or Applets are able to use it and it can also bind to multiple network adaptors. It is completely transparent and supports every feature on the BeAnywhere protocol (including Port Forwarding). It also has a very flexible configuration, being able to run as an application, with limited privileges, but also as a Windows Service.

BASE Proxy supports two types of connections (fig. 1):

- Standard - All the inbound connections are initiated through BASE gateways. This is the failsafe mode of operation, and it is compatible with all the configurations and topologies.

- Direct Connect - The BASE gateways are only used in the context of establishing remote sessions during the initiation process. After that, the connection between the BASE Proxy and the BASE Consoles is made directly. This mode is faster because it uses one less hop, diminishing the latency, but it is less compatible with more restricted configurations.

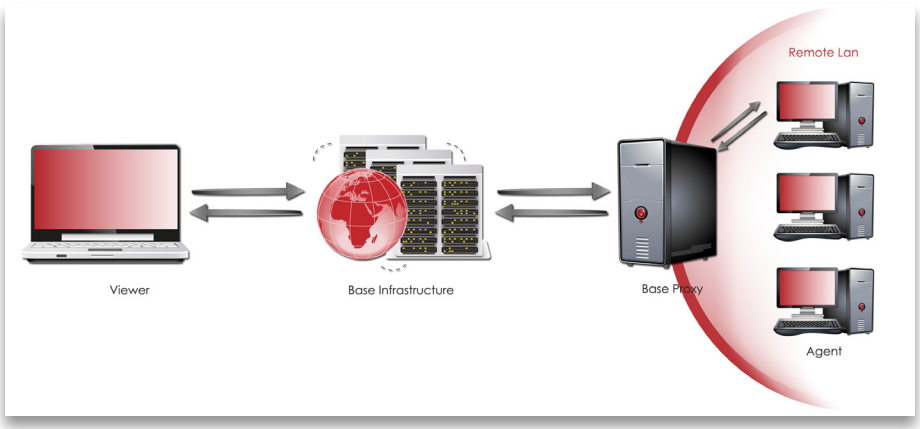


Figure 1 - BASE Proxy - Standard Connection Method

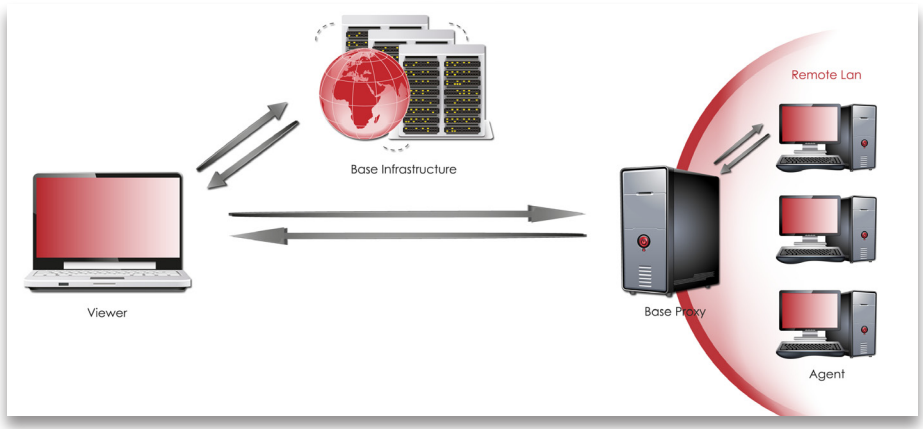


Figure 1.1 - BASE Proxy - Direct Connect Method

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In order to use BASE Proxy, you will have to perform the following steps:

1. *Install BASE Proxy*

I. Setup the computer in which the proxy is installed

The following ports must be opened in the Proxy machine, for both inbound and outbound connections:

- TCP 8082 (only for LAN traffic) - Port used for BASE Agents/Applets to communicate with the proxy. This is the port defined on the "Bindings" tab of the proxy interface, so if you change it, you will have to configure your firewall accordingly.

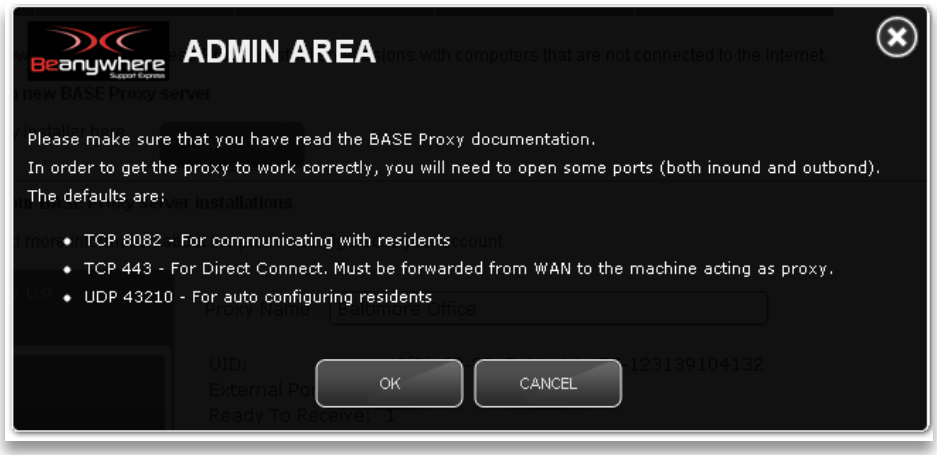
- TCP 443 (for LAN and WAN traffic) - This is the port used by the Direct Connect feature, so it only needs to be setup if Direct Connect is to be enabled. You will also need to route this port from the WAN to the proxy machine. If you change the Direct Connect port on the proxy interface, this configuration has to be updated accordingly.

- UDP 43210 (only for LAN traffic) - This port is used on the automatic setup of the Agents and Applets. If it's not reachable, additional setup will be required on each computer with the BASE Agent installed or running the Applet.

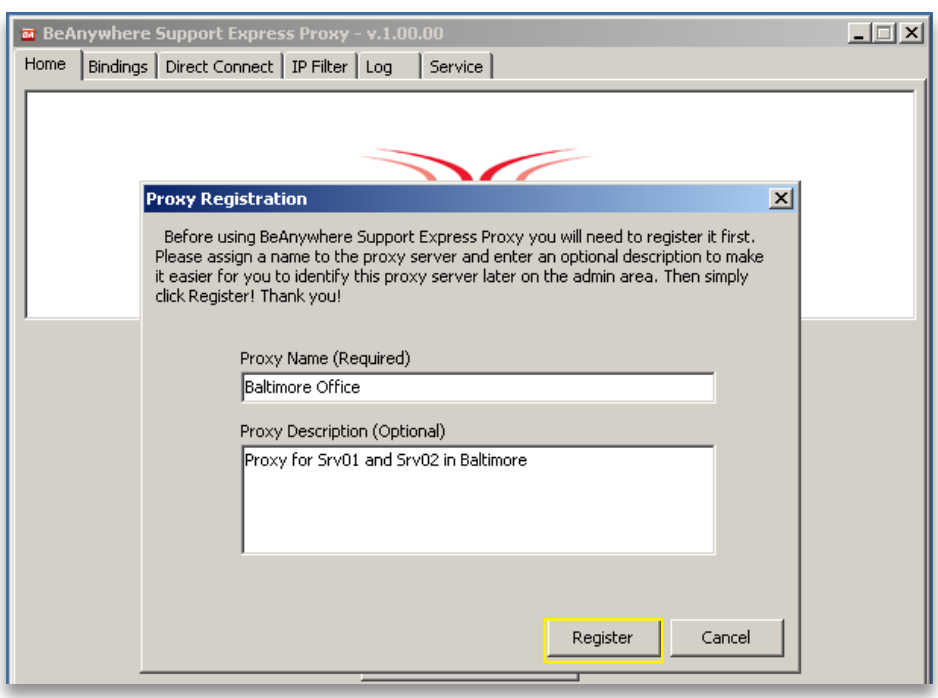
II. Download and install the proxy

1. On the Admin Area, go to Profile>Integration>5. Proxy and hit the Download button, under Step 1 - Installing a new BASE Proxy server. A new window will appear, explaining the basic requirements to install the proxy. Click Ok.

2. The download of the installer will begin. The installation is very straight forward; the only option to be customized is whether or not to create the Desktop and Start Menu shortcuts (the default option is recommended).


ADMIN AREA
Please make sure that you have read the BASE Proxy documentation.
In order to get the proxy to work correctly, you will need to open some ports (both inound and outbond).
The defaults are:
TCP 8082 - For communicating with residents
TCP 443 - For Direct Connect. Must be forwarded from WAN to the machine acting as proxy.
UDP 43210 - For auto configuring residents
OK
CANCEL

3. At the end of the installment, you'll have to name your new proxy and preferably add a description. After performing this step, click on Register.


BeAnywhere Support Express Proxy - v.1.00.00
Home
Bindings
Direct Connect
IP Filter
Log
Service
Proxy Registration
Before using BeAnywhere Support Express Proxy you will need to register it first. Please assign a name to the proxy server and enter an optional description to make it easier for you to identify this proxy server later on the admin area. Then simply click Register! Thank you!
Proxy Name (Required)
Baltimore Office
Proxy Description (Optional)
Proxy for Srv01 and Srv02 in Baltimore
Register
Cancel

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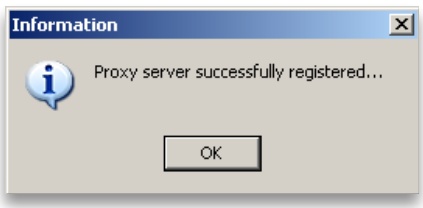
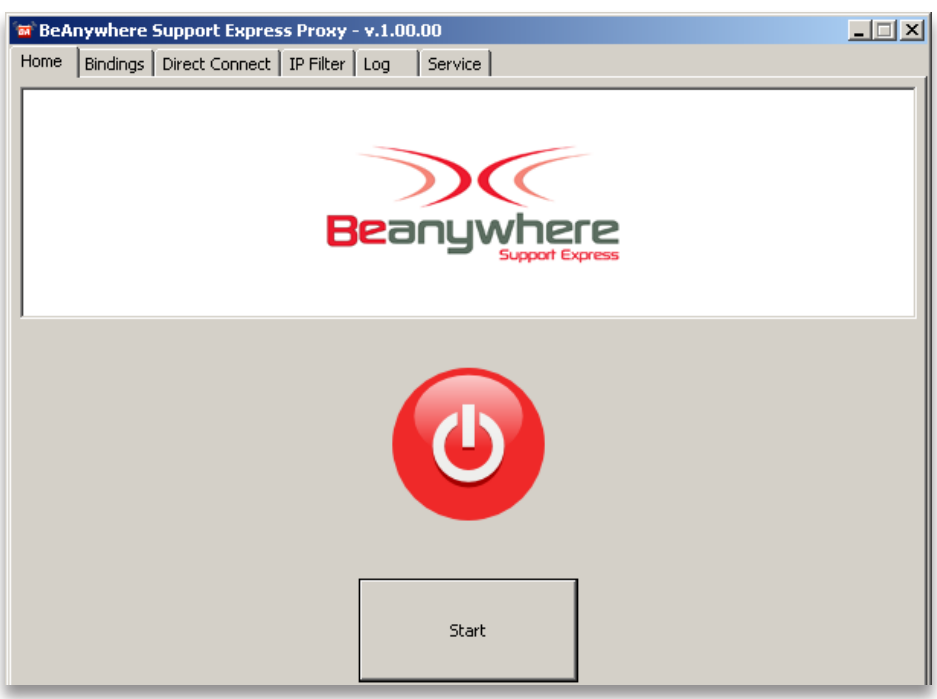
4. The proxy will return a message confirming its registration on the BeAnywhere network.



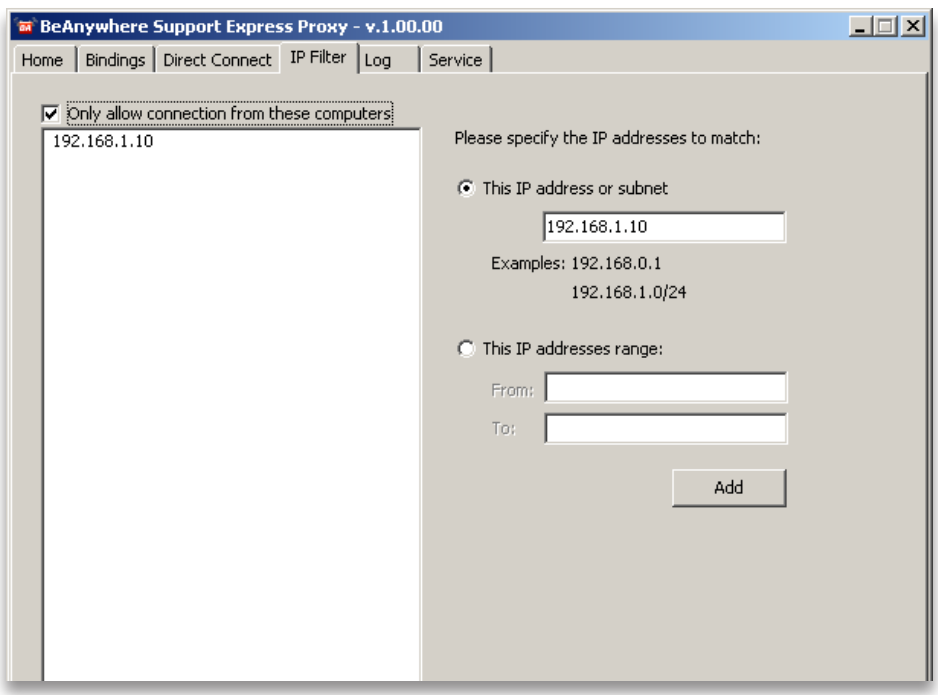
III. Configure the Proxy interface

After installing BASE Proxy and running it for the first time, you will have several configuration options available:

- Home - It allows starting and stopping the proxy functionality, as well as checking if the proxy is running. It uses a traffic light system to identify its state: red (stopped), yellow (error or busy), green (working).



- Bindings - While on this tab, you can specify what are the IP addresses and ports from the machine running the proxy that will be used to receive connections from BASE Agents within the LAN. By default, the IP will be 0.0.0.0, which basically means all the Network Interface Cards with any IP address. If you have more than one NIC, it's recommended you specify which adaptor or IP address is to be used in order to receive the requests exclusively within the LAN, for security reasons. The default port is 8082. Please check if no other services are using it on the proxy machine.



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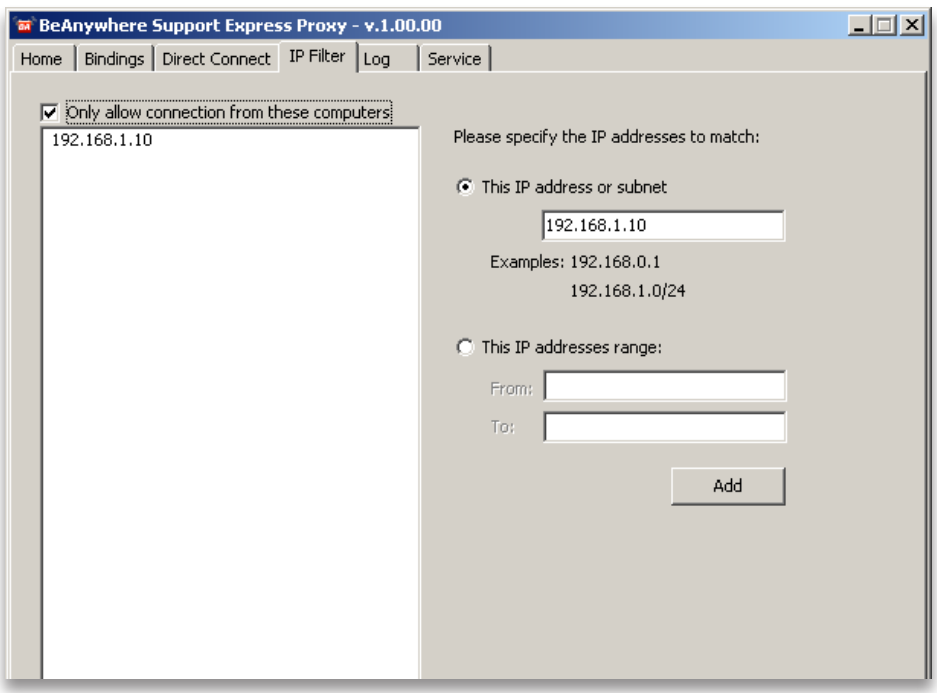
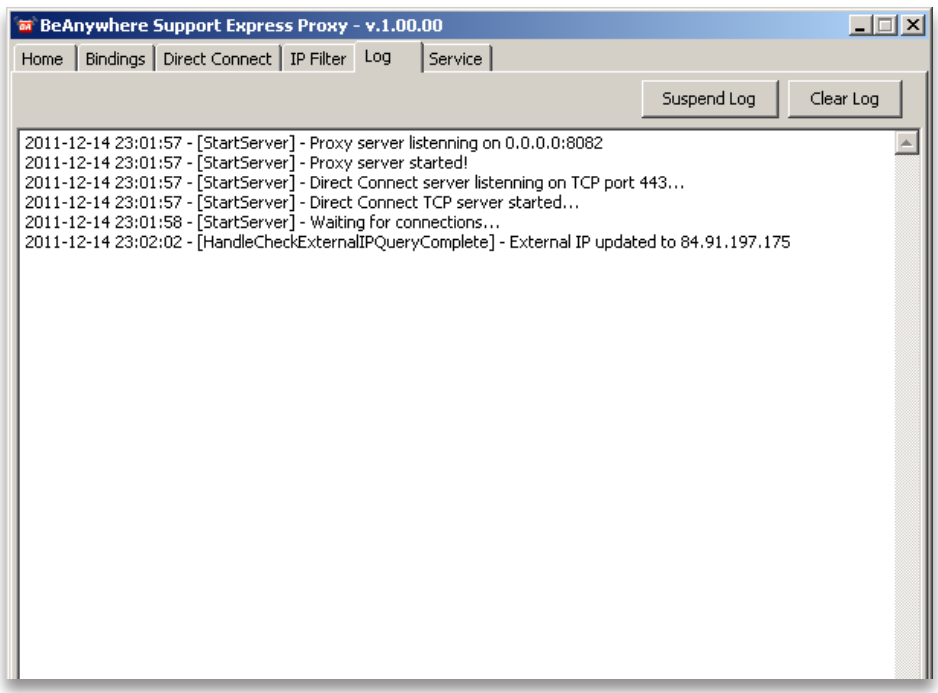
- Direct Connect - Enables the Direct Connect feature through the activation of the corresponding checkbox. You can also change the default port. However, this procedure isn't recommended because it will diminish the possibilities of successfully establishing a connection through this method. If you need to do it, please click on the Test button to verify if the port is reachable, and then click Save.

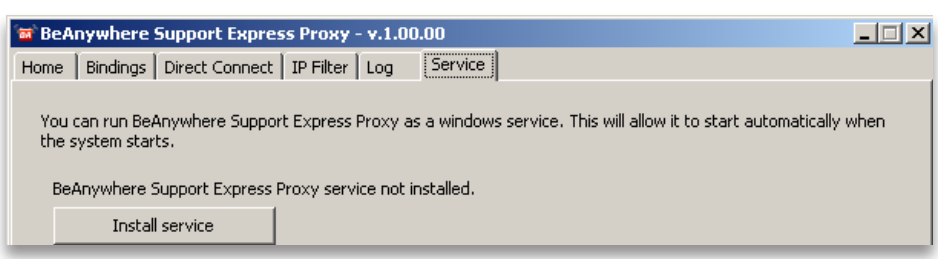


- Log - This tab presents all the events related to the use of the proxy, like connected machines, sessions established or IP changes. You can suspend or clear the log. Both this options are cosmetic: the proxy continues to register activity and debug information, which can be found at %16419%\BeAnywhere\BASupProxy for Windows 2000 and XP, and at c:\programdata for Windows Vista or later OS.


BeAnywhere Support Express Proxy - v.1.00.00
Home
Bindings
Direct Connect
IP Filter
Log
Service
Suspend Log
Clear Log
2011-12-14 23:01:57 - [StartServer] - Proxy server listenning on 0.0.0.0:8082
2011-12-14 23:01:57 - [StartServer] - Proxy server started!
2011-12-14 23:01:57 - [StartServer] - Direct Connect server listenning on TCP port 443...
2011-12-14 23:01:57 - [StartServer] - Direct Connect TCP server started...
2011-12-14 23:01:58 - [StartServer] - Waiting for connections...
2011-12-14 23:02:02 - [HandleCheckExternalIPQueryComplete] - External IP updated to 84.91.197.175

- IP Filter - Here you can choose what are the BASE Agents/Applets that are reachable through this proxy. You can add a mixture of single IP addresses (only the BASE Agents or Applets on those specific IP will be reachable) and IP address ranges (all the BASE Agents or Applets running on machines within that range of IP address will be contactable).
This can be used as an extra security measure.

- Service - By default, BASE Proxy is installed as an application. Here you will be able to install it as a Windows service. You can also uninstall the service later, using this tab, and the Proxy will then run again as an application.


BeAnywhere Support Express Proxy - v.1.00.00
Home
Bindings
Direct Connect
IP Filter
Log
Service
You can run BeAnywhere Support Express Proxy as a windows service. This will allow it to start automatically when the system starts.
BeAnywhere Support Express Proxy service not installed.
Install service

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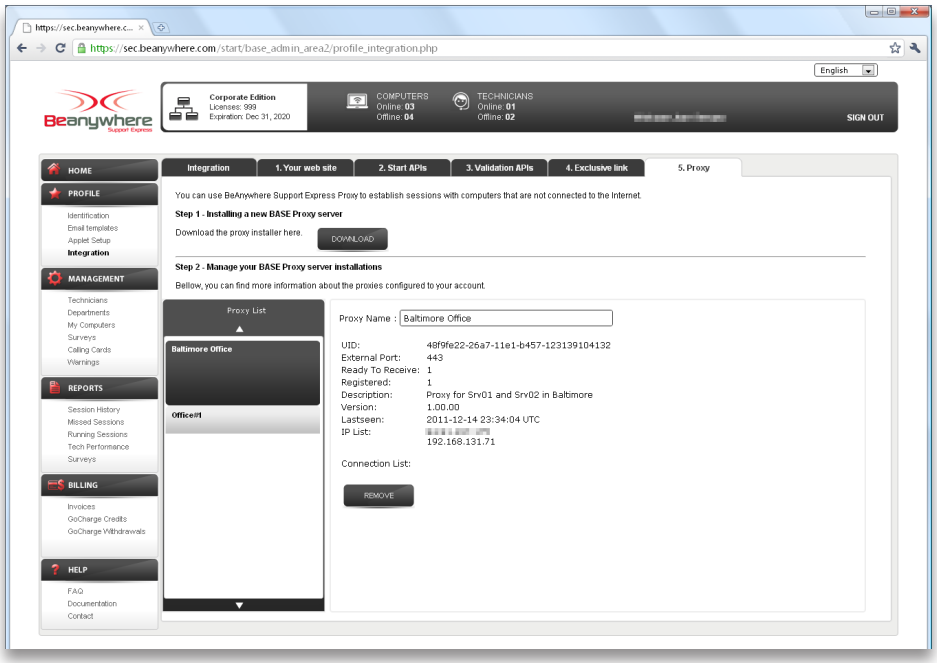
IV. View installed proxies



1. All the registered proxies from a given Helpdesk Center are listed on Profile>Integration>5. Proxy, under Step 2 - Manage your BASE Proxy server installations.

2. On the left, you can check all the proxies installed. Clicking over any of them will present all the relevant information kept by the system.

3. Besides the name and description, you can also check its external port, the installed version, when the proxy was last seen and also the associated IP addresses.

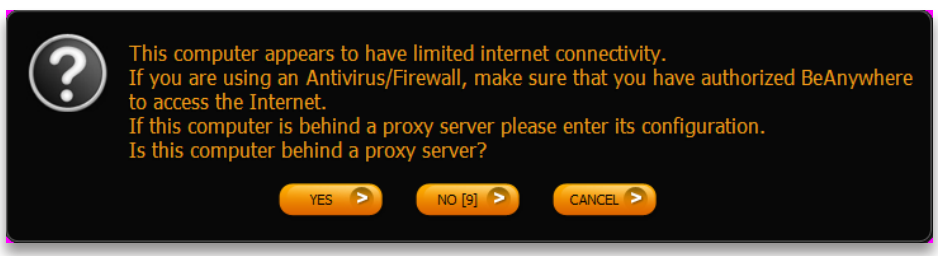
4. To delete a proxy, just click on Remove - REMOVE. Please note that this action will permanently disable the proxy's communication with BASE network. You will have to uninstall it manually on the corresponding machine and it cannot be reactivated.

2. *Setup the BASE Agent or Applet*

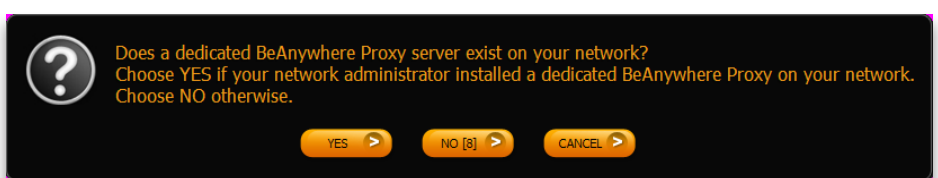
Both the BASE Agents and the BASE Applet are automatically configured, and no manual setup is required in most situations. However, in the event that connectivity problems or incorrect configuration of the proxy machine impair the automatic setup, some configuration might be required:

1. Run the applet or start BASE Agent configuration program on a computer with a limited or inexistent connection to the Internet.

2. After a while, a message will appear, asking if the computer is behind a proxy server. Click YES.


This computer appears to have limited internet connectivity.
If you are using an Antivirus/Firewall, make sure that you have authorized BeAnywhere to access the Internet.
If this computer is behind a proxy server please enter its configuration.
Is this computer behind a proxy server?
YES
NO [9]
CANCEL

3. The next message will ask if there is a dedicated BA Proxy server. Click YES.


Does a dedicated BeAnywhere Proxy server exist on your network?
Choose YES if your network administrator installed a dedicated BeAnywhere Proxy on your network.
Choose NO otherwise.
YES
NO [8]
CANCEL

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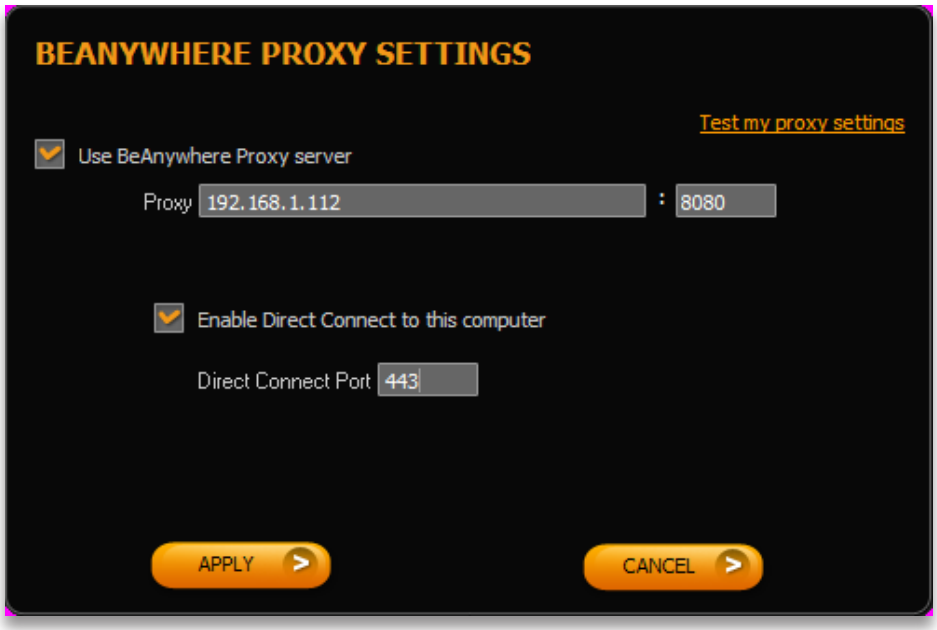
4. Select Use BeAnywhere Proxy server.



5. Insert the proxy IP address (recommended) or name of the server and the relevant port.

6. If the proxy is using Direct Connect, select the corresponding checkbox and insert the port number for this feature.
Please note that the computer will be able to establish sessions even if Direct Connect fails or is misconfigured.

7. Click Test my proxy settings to verify if the connection to the proxy is correctly established.

8. Click Apply.

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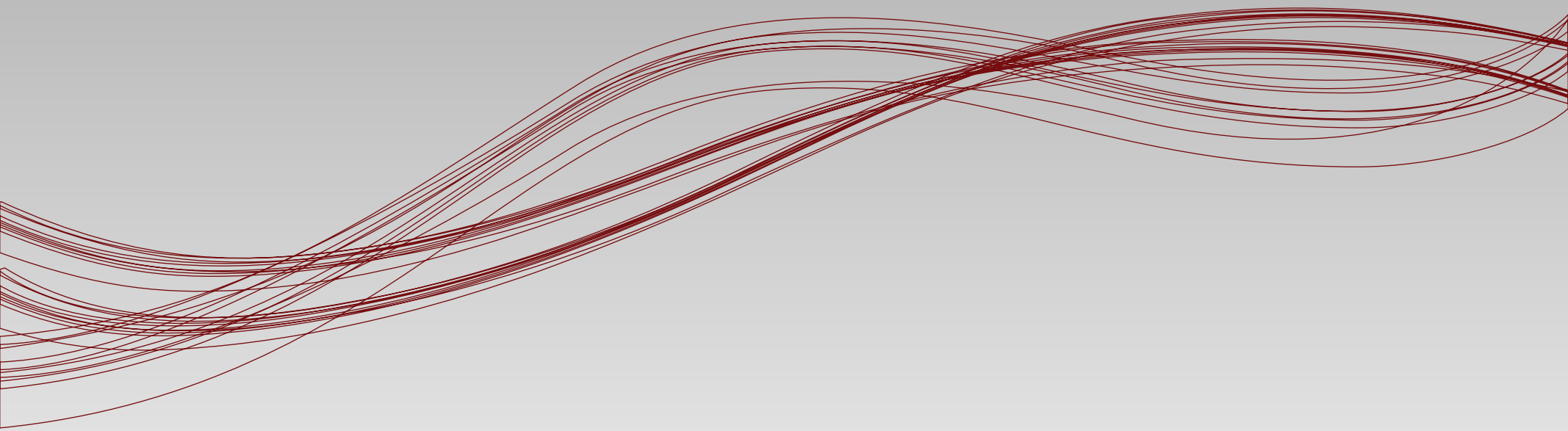
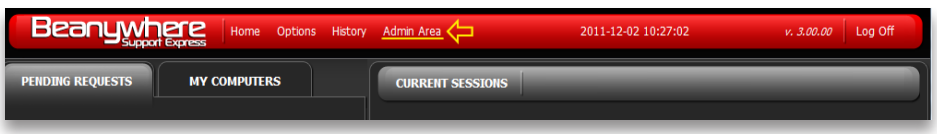
Chapter 12



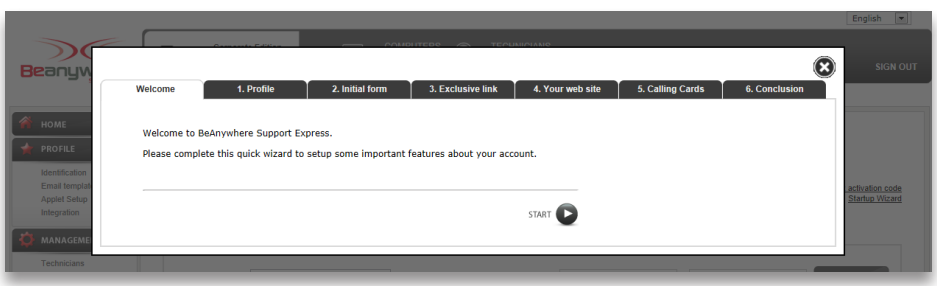
Administrative Area

BeAnywhere Support Express Administrative Area allows administrators to setup their company's profile and manage their BASE account.
You can follow the http://base.beanywhere.com URL to acces the Admin Area or go directly from the menu at the top of the console window.

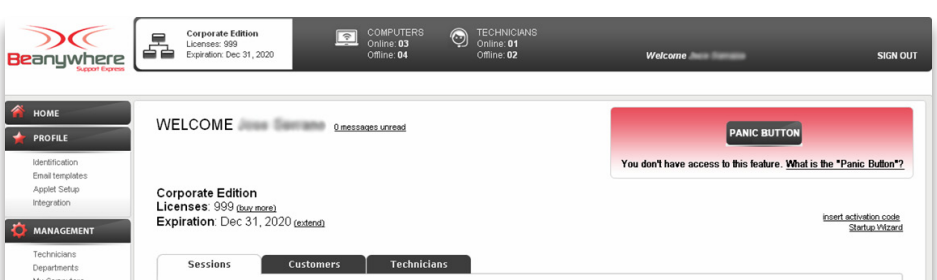


Wizard

At the first visit to the Administrative Area, you'll be welcomed by a Wizard window.



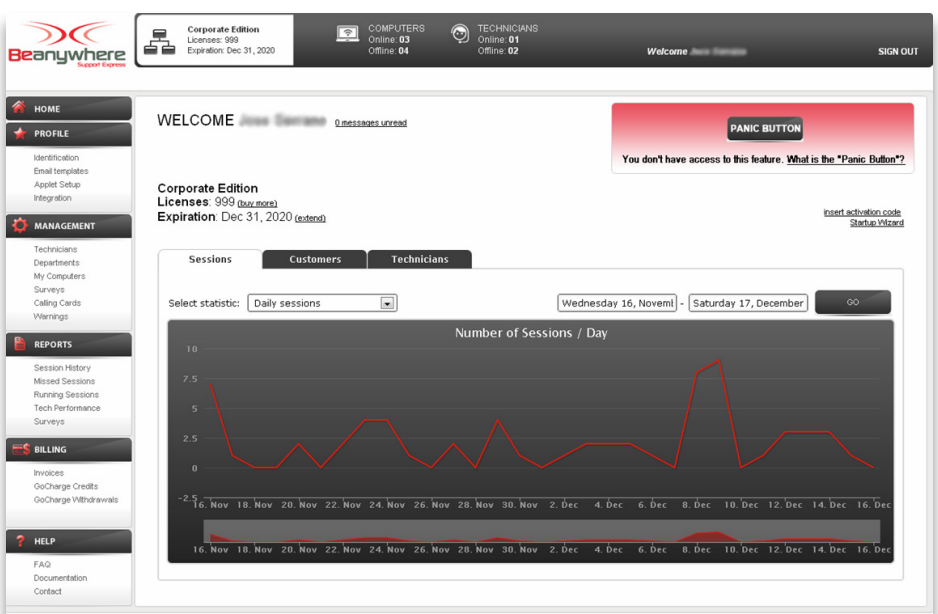
This assistant is intended to help the Administrator in the process of setting up a few of the account's basic aspects. The Wizard window, however, is always at your disposal; it can be triggered through the link placed on the Admin Area homepage's right side – Startup Wizard.



The Assistant helps to setup your Profile (basic settings regarding the identification of the administrator and the represented company); the Initial Form (configuration of the window presented to the client at the time preceding the support request); the Exclusive Link (definition of the link from which a client may send a support request); your Website (integration options); and, finally, the Conclusion tab (access to advanced options, related to surveys and new technician's accounts).

Homepage

The Landing Page offers a wide variety of significant and graphical information. The top bar displays the data of the active account: namely the expiration date of your account, the number of computers on your list (online and offline) and a full list of all your technicians (online and offline). On the right, at the center, the Insert Activation Code option allows, naturally, the introduction of any Activation Code at your disposal: this Code will produce an immediate update of the account, if and when necessary. You can still access the Assistant through the Start Wizard option.



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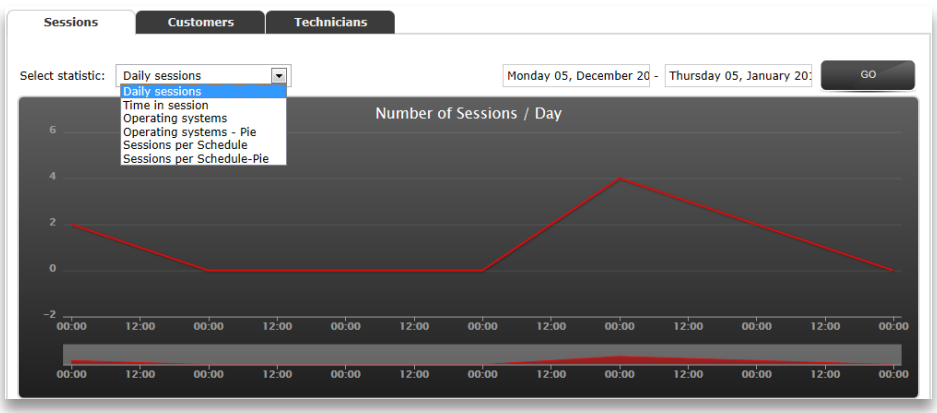
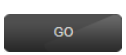
The graphic presented in the central area displays the daily basis evolution of the support sessions on that given period.
This criteria, however, can be changed through the Select Statistic dropdown list – here you can choose from Daily sessions, Time in session, Operating Systems, Operating Systems – Pie, Sessions per schedule, Sessions schedule - Pie. At the right, you can focus the data gathering to a specific time period, setting up the starting and ending dates.



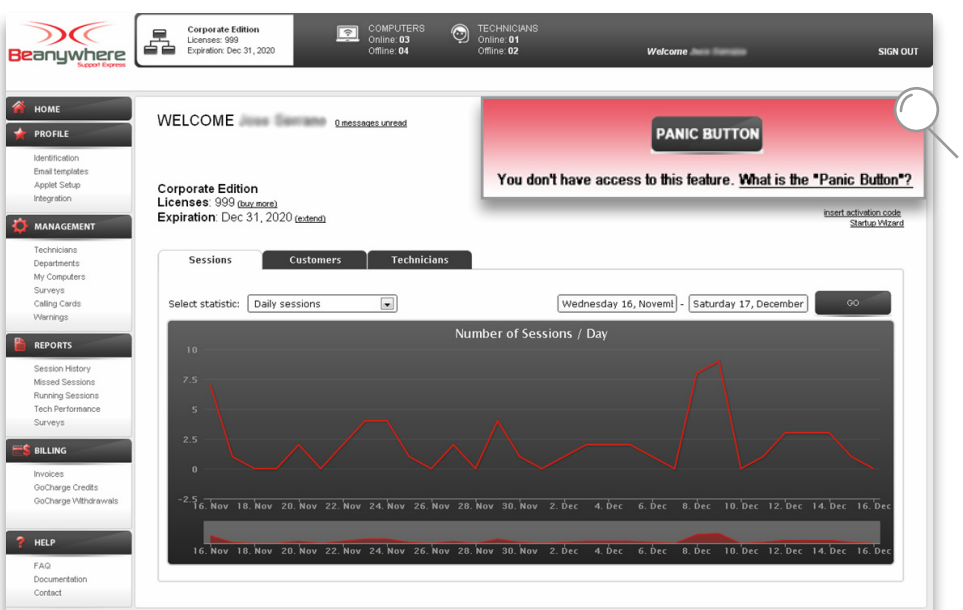
Click Go -  - to generate a new graphic.
Obeying the same logic and search criteria, you can also generate graphical information related to Customers (sessions made, time in session, geographical distribution) and to Technicians (number of sessions and time in session). Simply choose any of the tabs placed on top of the graphical window: Sessions, Customers, Technicians.

In the Homepage, you'll also notice the options column placed on the left:

-Profile;
-Management;
-Reports;
-Billing;
-Help.

Panic Button

At the top right side of your Admin Area homepage you'll easily notice a Panic Button standing out. This is yet another exclusive power feature of BeAnywhere Support Express. Using the Panic Button will not only unlock all of the service features, but will also allow unlimited simultaneous technicians (during the subsequent 8 straight hours after any hit).
This feature is intended to help you deal with emergency scenarios (i.e. a virus outbreak), circumstances that demand much more from your support solution. If you can't access this feature, please contact your account manager. To use your Panic Button, simply click on it. You'll then be asked to confirm your intention. Afterwards, you'll immediately receive an email confirming your Panic Button hit, as well as the beginning and the end of the respective 8 hour period. Once this 8 hour period reaches its end, your normal license standards will be automatically replaced. To further enjoy BeAnywhere's premium services, please consider updating your license or get more hits for your Panic Button.



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Profile

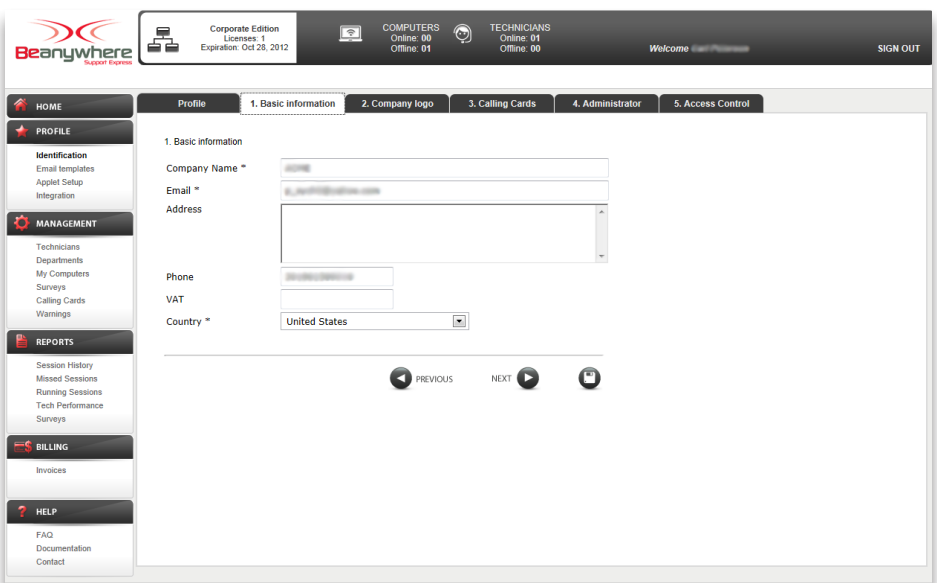
The Profile section displays several configuration options associated to the company's profile.

Identification

Here you'll find a vast array of configuration options.

1. Basic Information

Definition of the company's biographical details: name, e-mail, address, telephone number, VAT, Country and Region.



2. Company Logo

Insert the company Logo.

To start uploading the Logo, simply click on Upload Logo. Be sure to respect the size and extension restrictions – JPEG, max size: 200KB, 578 X 98 pixels).

3. Calling Cards

Choose a prefix to add to your Calling Cards.

Please use the Your Calling Card Prefix text entry field to compose the desired prefix – it must be composed by 4 to 8 digits (Letters A-Z or Numbers 0-9, case insensitive).

A pre-visualization of your Calling Card format will be visible immediately below. For more information, please check the *Calling Cards chapter*.

4. Administrator

Use the text entry field available, stating your new password - whenever you decide to change it. Your Username will be displayed at all times.

5. Access Control

Limit access to the Console and/or the Administrative Area.

To establish access restrictions, simply select the Limit the Access to Admin Area by IP option and/or Limit the access to Tech Console by IP.

Secondly, insert in the available text entry fields which of the IPs will benefit from access to each of the functional areas of BASE.

After the setup is completed, the button, placed at the lower right corner, will validate and save all changes.

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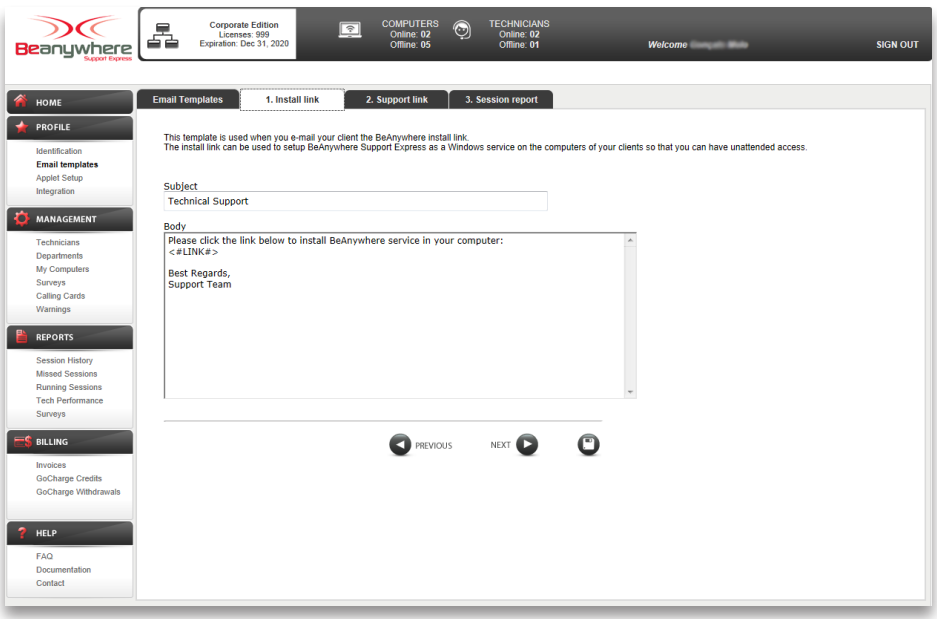
Email templates

Setting up the emails sent to costumers in any given scenario.



1. Install Link

Template used when sending an installation link. Composing the desired message is processed very much like any regular e-mail: Title and Body Text. The installation link will be automatically added to the content. Before sending the email, the technician will always enjoy the possibility to edit and confirm the data.

2. Support Link

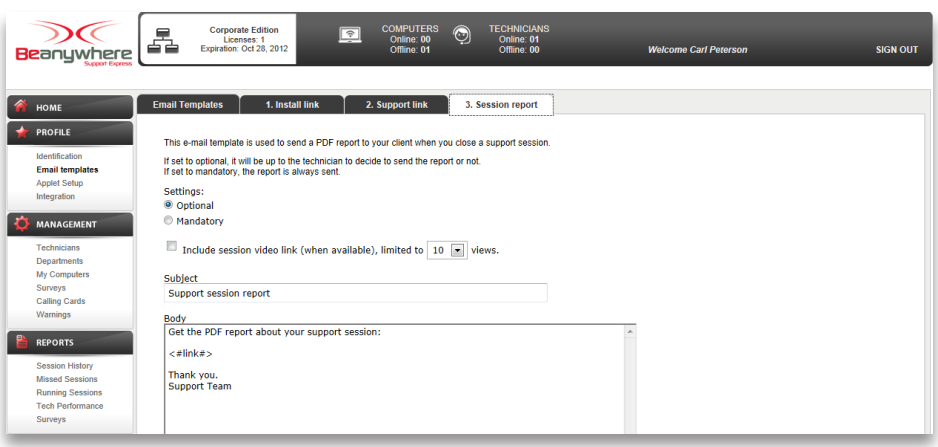
Template used when sending a support link. Composing the desired message is processed much like any regular e-mail: Title and Body Text. The Support Link will be automatically added. Before sending the email, the technician will always enjoy the possibility to edit and confirm the data.

3. Session Report

Template used when sending a session report. The filling of the desired message is processed very much like any regular e-mail: Title and Body Text. The Link, through which the customer can access the report, will be, subsequently, automatically added. Before sending, the technician will always enjoy the possibility to edit and confirm the data.

Furthermore, you'll be able to setup the report sending as mandatory or optional.
When Optional is active, it's up for the technician to decide whether to send, or not, reports after each session; the Mandatory option enables an automatic sending of the reports, erasing any technician's control over the process.

It's also possible to incorporate in the email a link to a video session recording (if due). This link has an associated number of maximum views permitted – you can decide that limit on the dropdown box at the right.



After the setup is completed, the button, placed at the lower right corner, will validate and save all changes.

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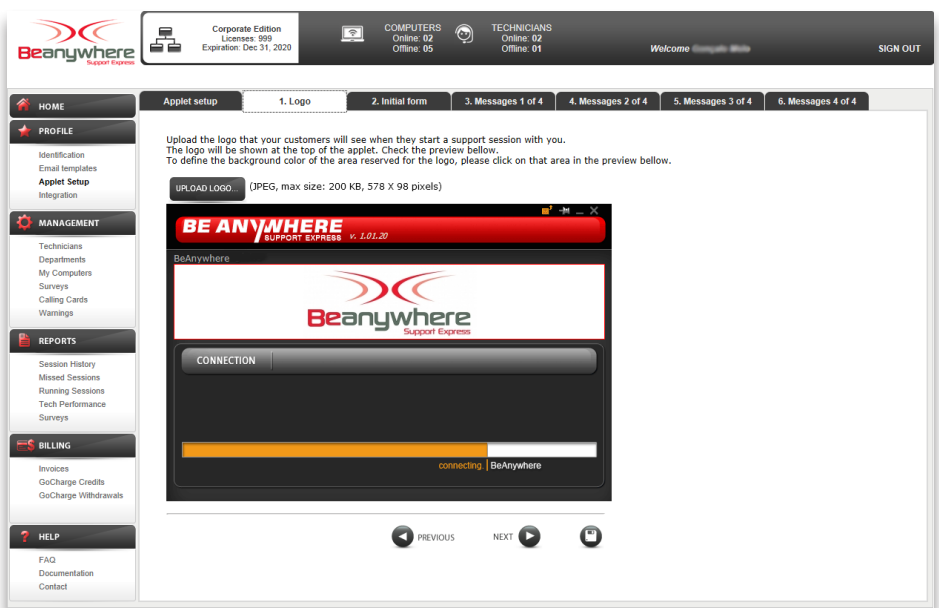
Applet Setup

Configuration of the applet's appearance and performance.

1. Logo

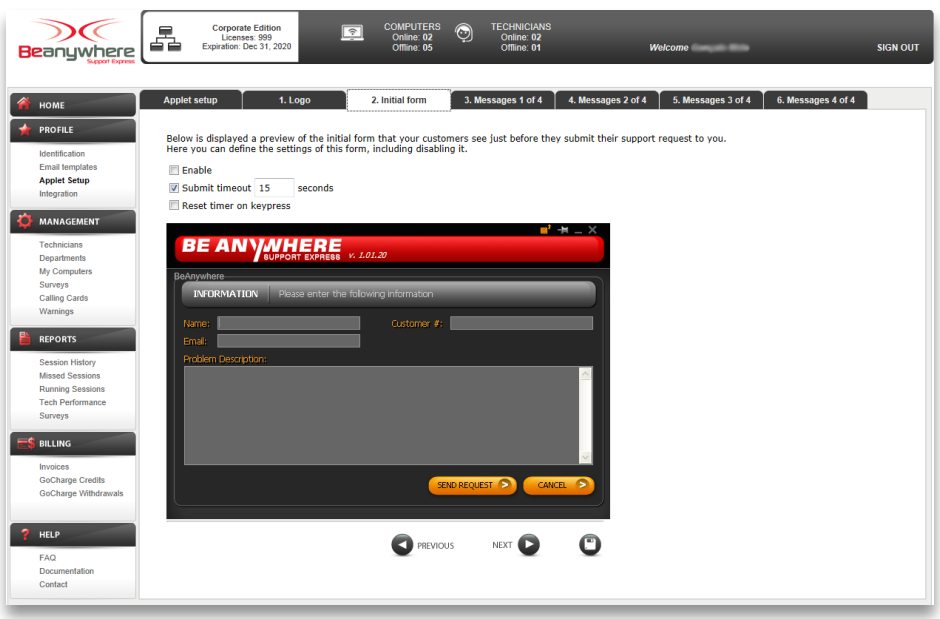
The Upload Logo button initiates the transfer process of the image you wish to present your customers as your company Logo – simply search for the desired image and upload it, as long as it respects the maximum dimensions and the required format (JPEG, 200KB, 578x98 pixels). The image will be presented in the preview box laid out at the center of the screen. By clicking directly on top of this preview, you'll be able to change its background color: simply choose one of the colors available in the spectrum and click the Save Button.



2. Initial Form

When sending a support request, the customers will be asked to fill an Initial Form – the filling is optional, though. This window invites the customer to identify himself and to submit his technical problem description.

- The Enable option let's you activate or deactivate this Initial Form;
- The Submit Timeout entry field allows you to setup the time, in seconds, during which the Initial Form is presented on the customer's screen;
- The Reset timer on keypress will, when clicked, allow the client to enter his data without worrying about the time limit. The clock will reset after each and every keystroke.



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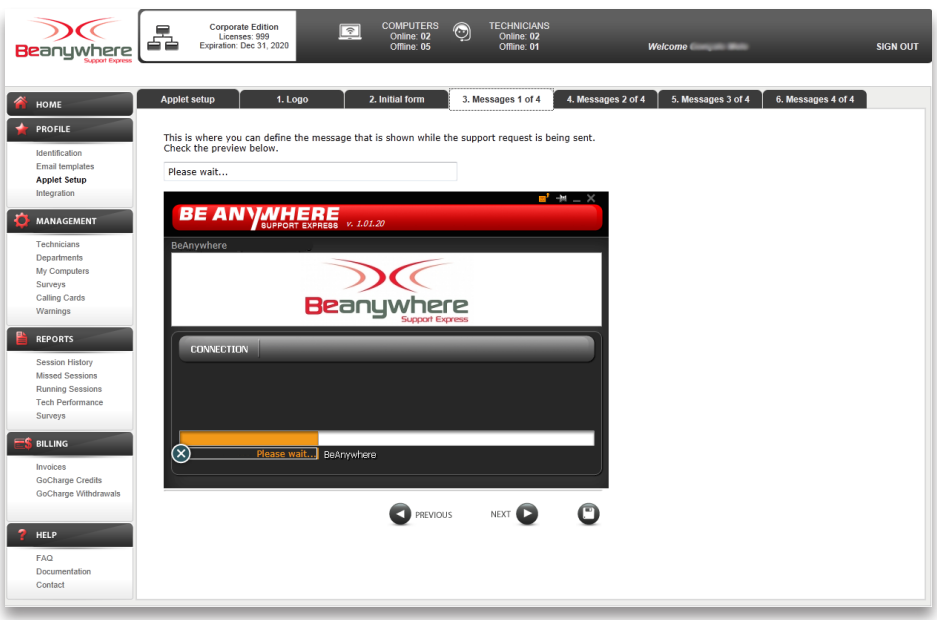
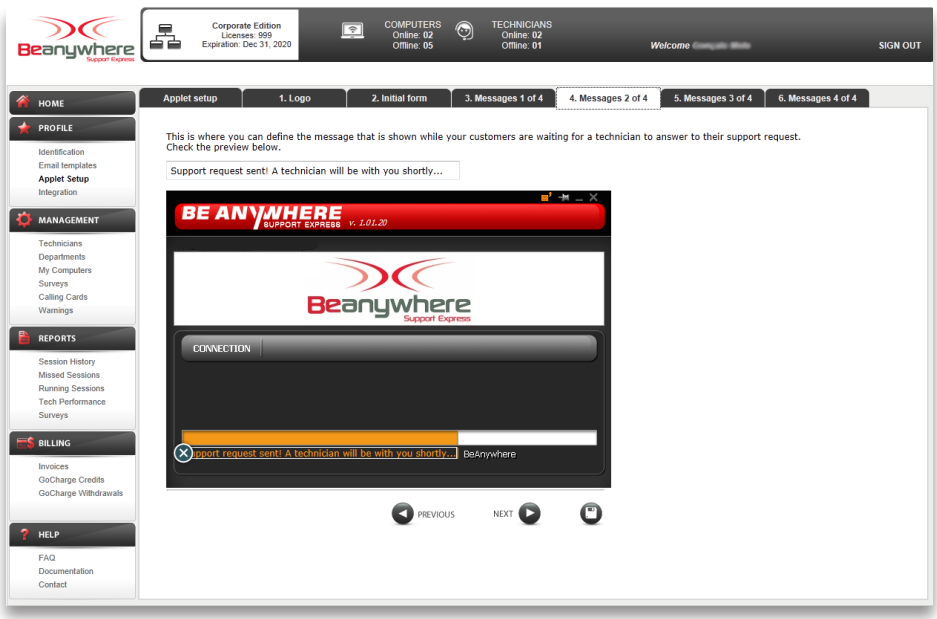
3. Messages 1 of 4

While waiting for the support request to be sent, the customer is presented with a window displaying four editable messages. To edit the first one, identified on the preview image through a surrounding white rectangle, simply use the available text entry field.



4. Messages 2 of 4

While waiting for the support request to be sent, the customer is presented with a window displaying four editable messages. To edit the second one, identified on the preview image through a surrounding white rectangle, simply use the available text entry field.



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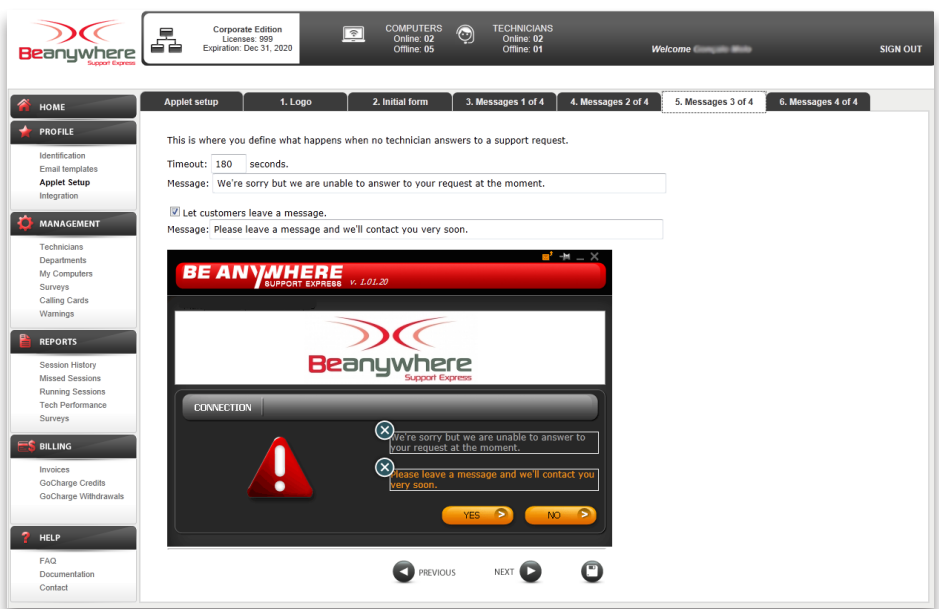
5. Messages 3 of 4

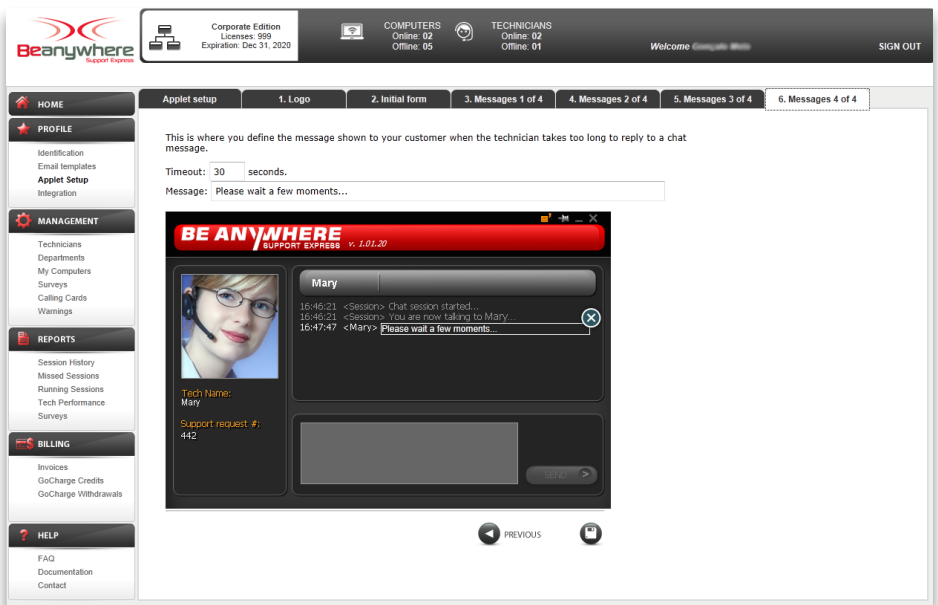
While waiting for the support request to be sent, the customer is presented with a window displaying four editable messages. To edit the third one, identified on the preview image through a surrounding white rectangle, simply use the available text entry field.

In this case, it's possible to setup what message is displayed when no technician answer the support request. First of all, determine the waiting time limit – simply change the value manually in the Timeout text entry field. It's also possible to allow customers to leave a message – select the Let customers leave a message option and determine how to introduce this possibility to the client. These messages are sent to your email address (defined in the company profile) and are also available at Reports>Missed Sessions.



6. Messages 4 of 4

Define the message presented to your customer when the technician takes too long to reply to a chat message. Simply use the available text entry field. In this case, you also have the possibility to determine the waiting time limit – simply change the value in the Timeout text entry field.
The message you have defined will appear in the client's chat box whenever this time limit runs out.



After the setup is completed, the button, placed at the lower right corner, will validate and save all changes.

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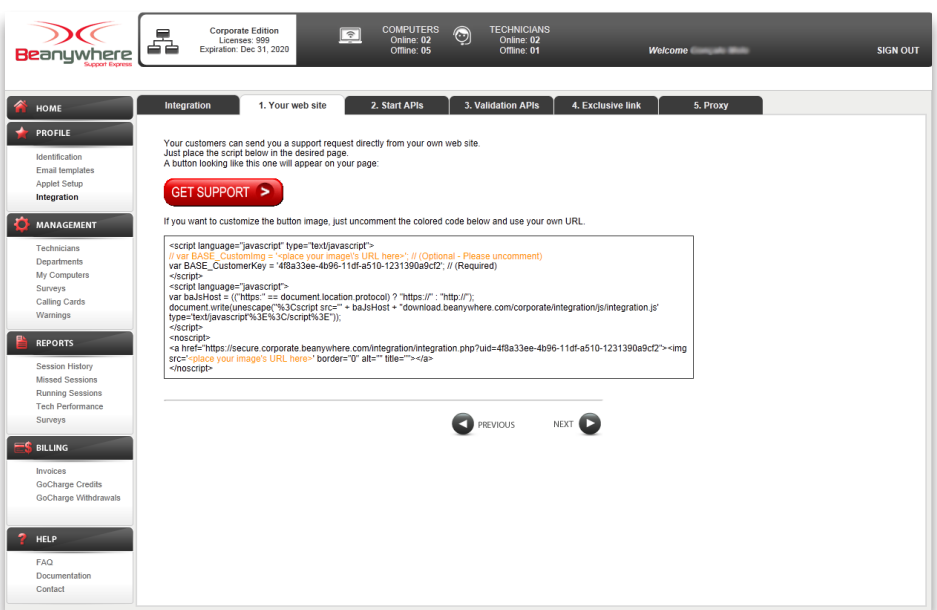
Integration

BASE's advanced integration forms.

1. Your web site

You can integrate a Support request button in any of your websites. Simply copy the code presented at the center of the screen and paste it on the code of your own web pages. The button presented in this window is merely an example. To modify the aesthetics of the button you wish to place on your website, simply uncomment the colored code and use your own URL.



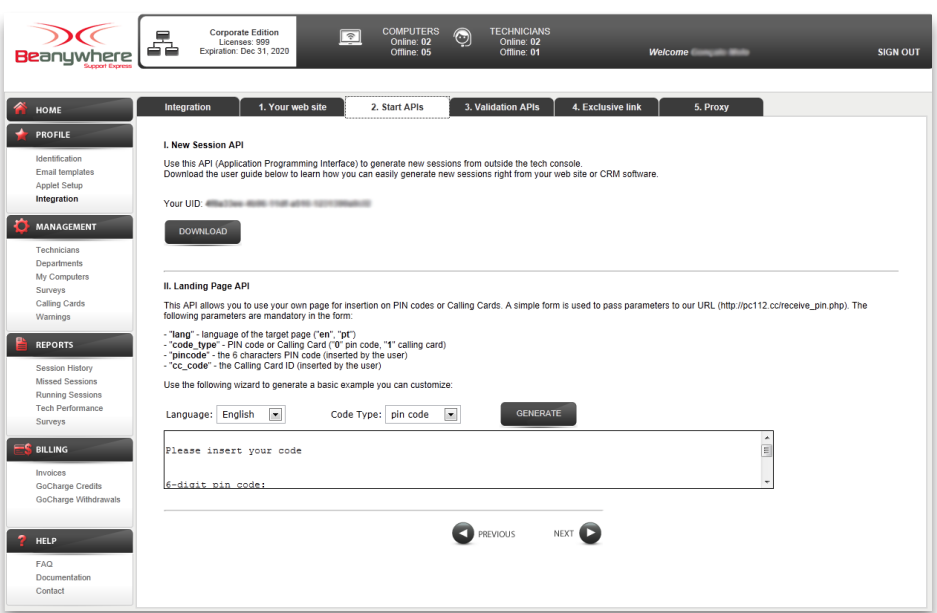
2. Start APIs

I. *New session API*

The API (Application Programing Interface) allows new sessions to be generated without having to use the console – for example, it's possible to generate sessions from your CRM software. The Download button will grant you access to the user manual of the API.

II. *Landing Page API*

Easily place an API on your own website, enabling your customers to directly insert a PIN Code or using a Calling Card built-in your website. The parameters showed in this window are mandatory in the form, which means that they need to be inserted exactly as presented, in order to be fully functional. The Wizard presented on the bottom lets you generate an example of how these parameters should look. Simply choose the desired language from the dropdown list (English or Portuguese); do the same with the desired feature (Pin Code or Calling Card) and finally press Generate.



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3. Validation APIs

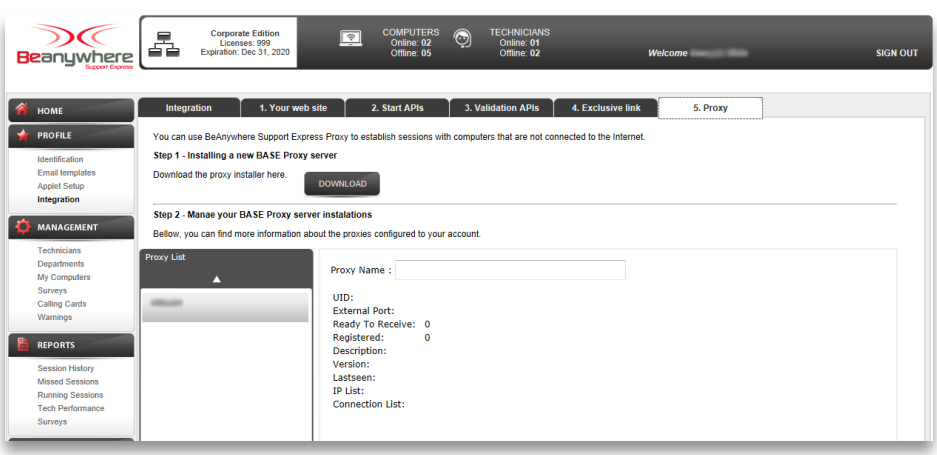
A single option to toggle the Use Validation API active.
By default, this option is not checked, thus being inactive.

4. Exclusive Link

Definition of the exclusive link, from which your customers will be able to send a request for support. To establish the desired domain, choose one of the available options offered by the dropdown box ate the left. To establish the desired suffix of the link, use freely the text entry field placed ate the left. Directly beneath, you can preview the Exclusive Link (used by the customers to send a support
request) and the Applet direct download link (used by the customers to initiate the download of the applet).

5. Proxy

BeAnywhere Support Express Proxy allows you to provide remote support sessions to computers without Internet connection. Please use the Download button to download the proxy installer. Below, you can check the integrated proxy servers and their detailed information.



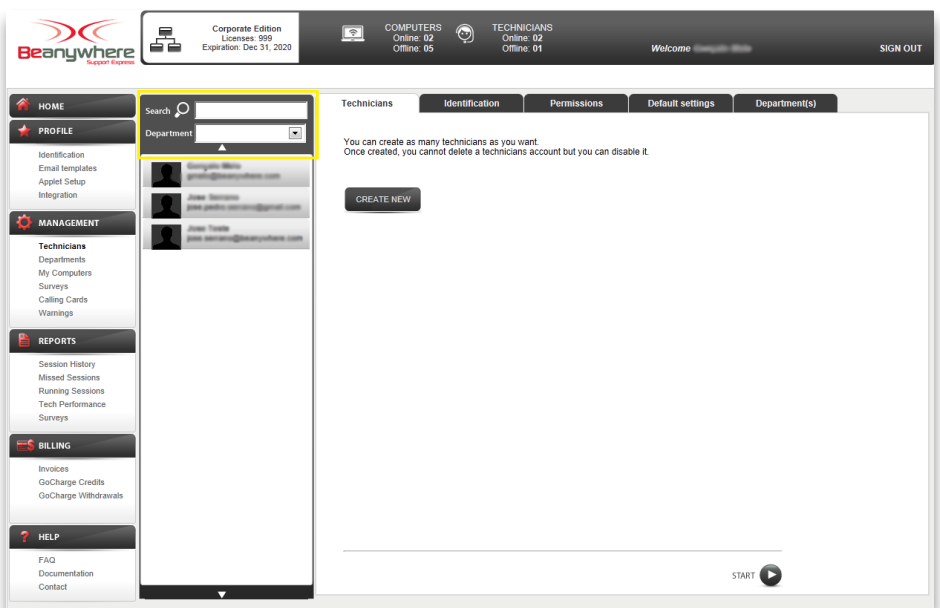
Management

Technicians

Managing technicians and departments.

Technicians

The Create New button - CREATE NEW - lets you initiate the simple process of creating a new technician.
On the left side, the Search entry field allows you to search for the desired technician (typing, for example, his name). The Department dropdown list narrows the search to a specific department.



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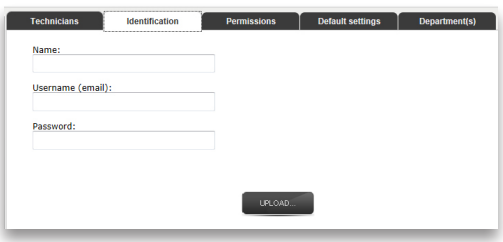
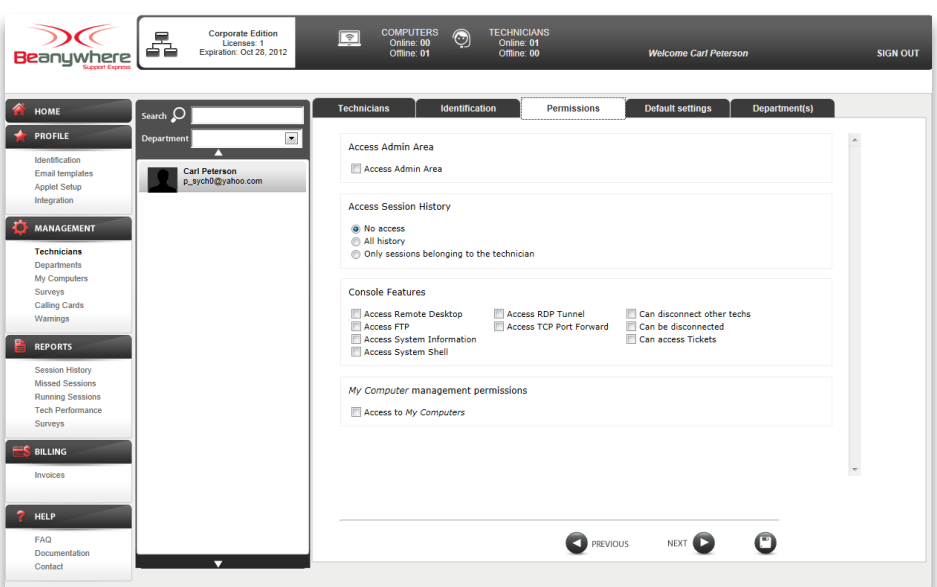
Identification

Define Name, User name and Password assigned to a new technician.
The Upload button validates the creation process.

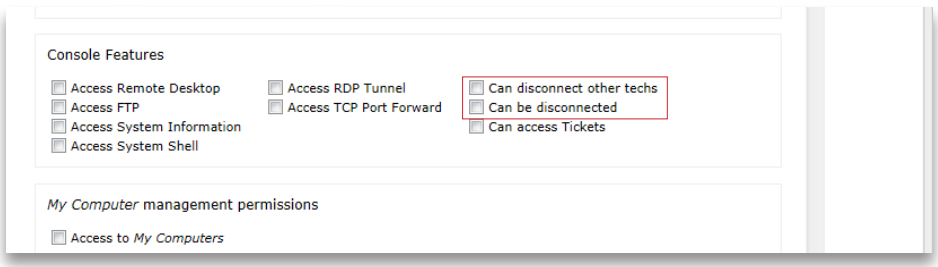


Permissions

Set up the permissions/restrictions assigned to each one of the technicians. You must first select the desired technician, on the left column – the changes made will only concern that technician. Then, just click on each of the options to setup the desired permissions/restrictions. You can, for instance, restrict the access to the Admin Area or/and to the My Computers list (disabling that technician's ability to provide unassisted assistance).

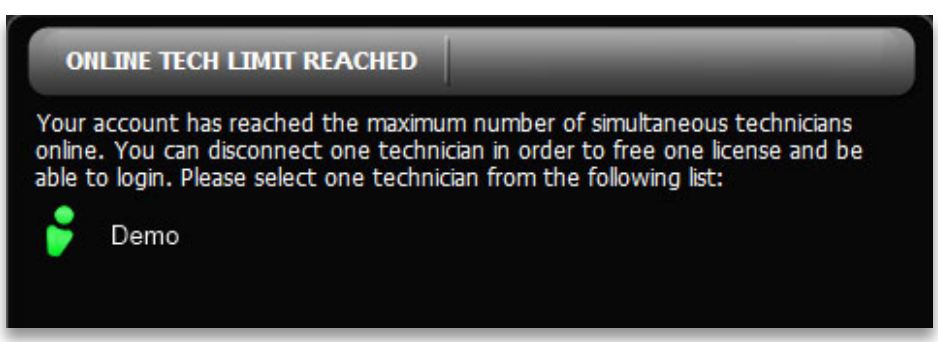


Technicians KickOut - One particular feature you can setup at this point is the Technicians KickOut. If your account reaches the maximum number of simultaneous technicians online, you'll be given the opportunity to disconnect one of the online technicians, thus finding room for another technician to log in.
The permission to deactivate others or the chance of being deactivated by others are determined through the Can disconnect other techs and the Can be disconnected options. By default, both are checked.



Simply uncheck the first option if you do not want to offer this particular technician the possibility to disconnect others. Uncheck the second option if you do not want this particular technician to be disconnected by others.

To disconnect an online technician, just select one technician from the list presented at the moment you try to log in.
The disconnected technician will lose all access to BASE features and will need to repeat his login procedures in order to get back online (if there's enough room for him, obviously).


ONLINE TECH LIMIT REACHED
Your account has reached the maximum number of simultaneous technicians online. You can disconnect one technician in order to free one license and be able to login. Please select one technician from the following list:
Demo

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Default Settings

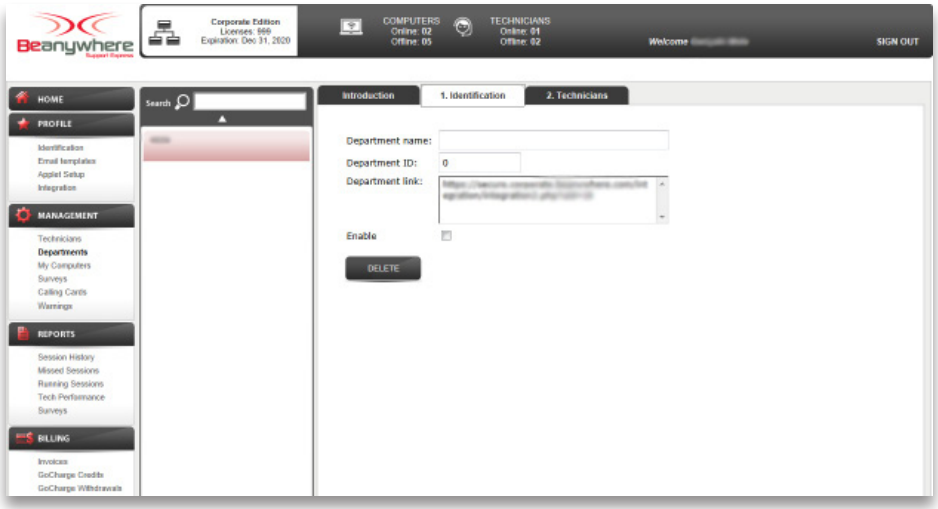
Tecnhician's work default settings.

- The Receive Requests sent to option allows the definition of which support requests are received by the technician;
- The Generate Requests to option allows the definition of the destination of the support requests issued by the technician;
- The Record Session Video allows the definition of the video record settings.

Department(s)

Define in which department(s) the technician will be incorporated in – to do so, simply click on the desired department(s).

After the changes are concluded, the button, placed on the lower right corner, will save and validate the new data.

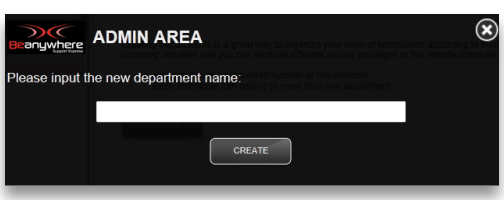


Departments

New department creation and management.

Introduction

The Create New button initiates the creating new department process.



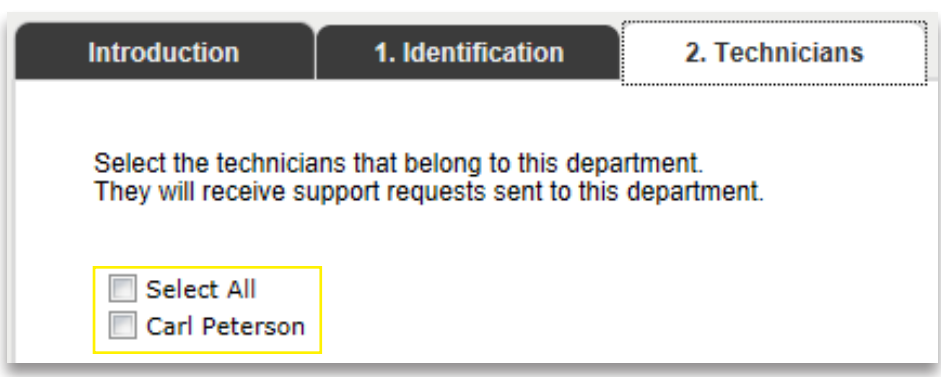
First of all, you'll be asked to determine new department's name. Simply use the available text entry field and click Create when finished.

1. Identification

Again, you'll have the opportunity to decide the Department's name. The Department ID is automatically assigned. The same goes for the Department Link – through this link, support requests will be directed to this particular department. To enable the department, just check the Enable option. The Delete button will delete this department existence.

2. Technicians

Select the technicians that should incorporate the selected department (the active department is visible on the left column) – just check the desired technicians. For time purposes, you can use the Select All option.



After the changes are concluded, the button, placed on the lower right corner, will save and validate the new data.

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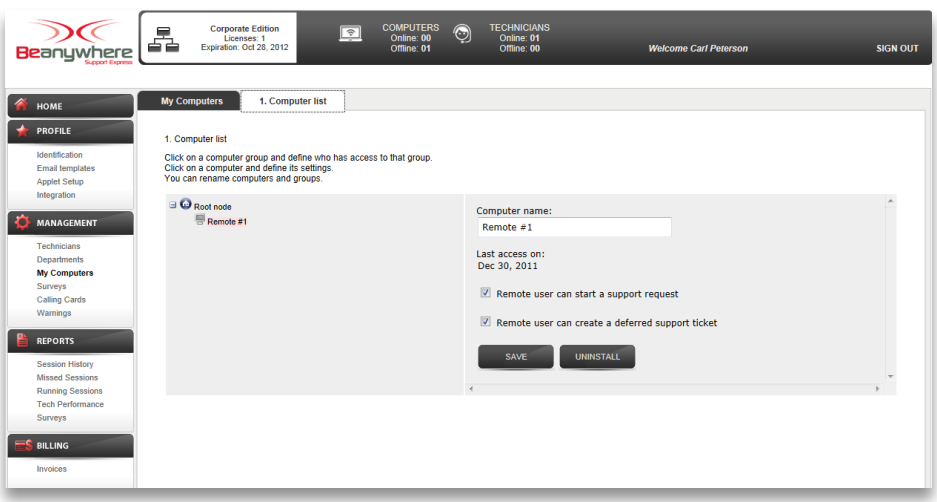
My Computers

List of computers with BeAnywhere installed as a Windows Service.

1. Computer list

At the center is displayed the list of groups and subgroup of available computers. Clicking on any of those computers will enable, at the right side, three related options:
The Computer Name text entry field will allow you to rename the computer. Simply type the new name;
The *Remote user can start a support request* option will allow the customer to send a support request (or not, if the option is not checked);
The *Remote user can create a deferred support ticket* will enable the client to initiate a deferred session directly from his computer.



To save all your changes, click the button; to remove BeAnywhere Service of this computer, click the Uninstall button.

Surveys

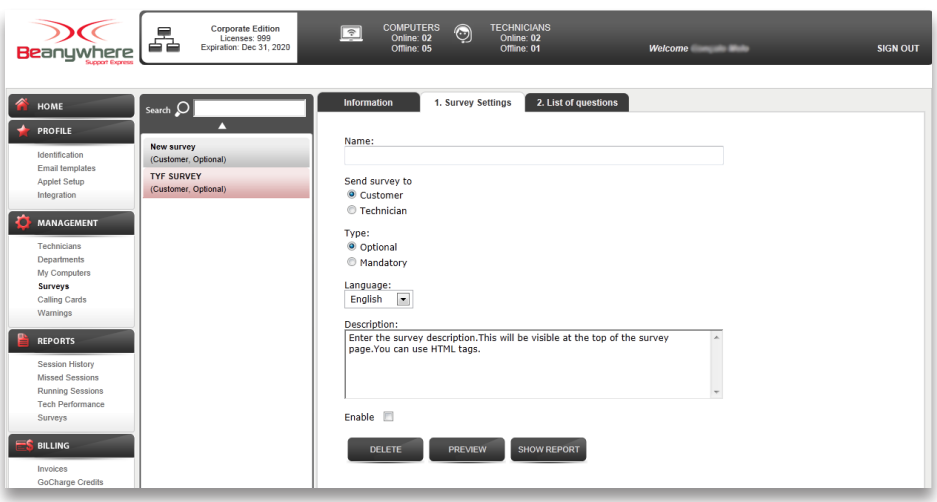
Creation of surveys intended for technicians and/or customers.

Information

To create a new survey click the Create New button

1. Survey Settings

Definition of the survey's name, its recipient (customer or technician), its type (optional, at the discretion of the technician; or mandatory, automatically sent), the language (by selecting one of five available on the dropdown list) and, finally, the description of the survey (it will be visible at the top of the survey). The Enable option lets you activate this survey, making it ready to be sent.



- The Delete button - DELETE - commands the extinction of the previously created survey;

- The Preview button - PREVIEW - offers you a preview of the survey;

- The Show Report button - SHOW REPORT - presents the received answers.

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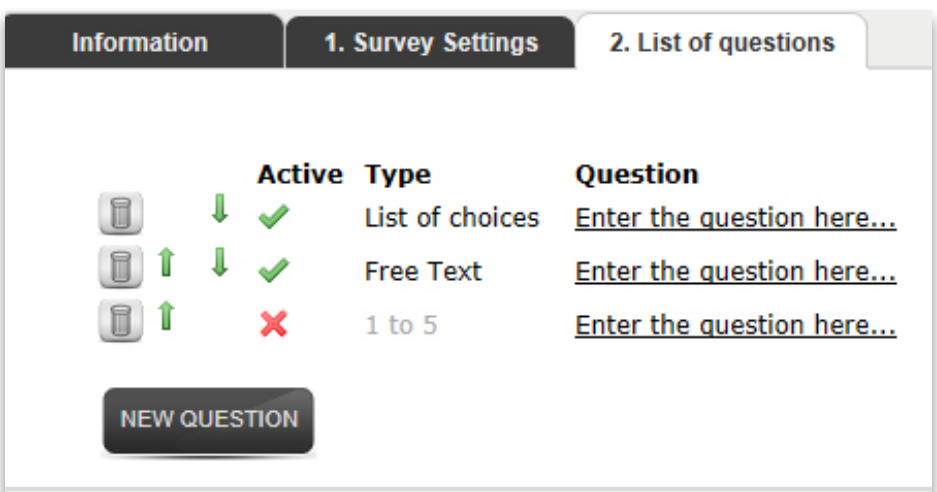
2. List of Questions

- The button is used to delete a created question;

- The button helps to reorganize the placement of each question within the survey. Each click on this icon will move the corresponding question to a lower position;

- The icon shows the status of the question – Active, in this case. When you see the icon, you'll know that the question is not active;

- The Type option shows you what type of answer it's reserved for the associated question. You can choose from quantitative responses (1-5), Yes/No, Free Text or offer a number of pre-defined answers to choose from.

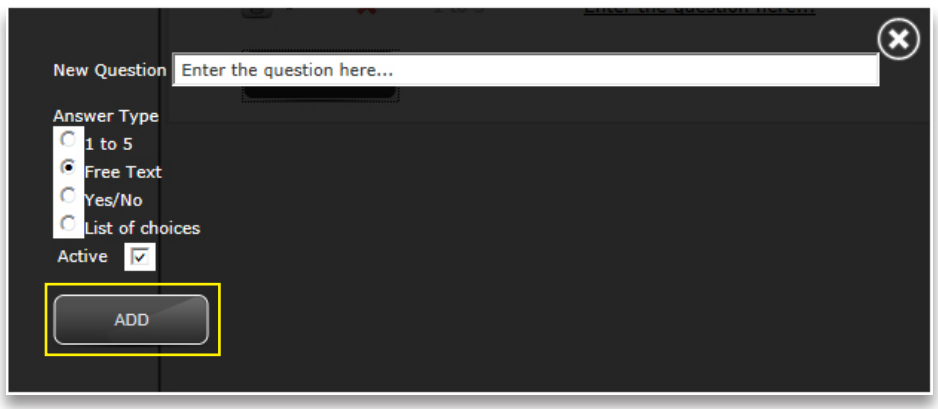


To add a new question, just click on the New Question button.

To edit any of the existing questions, just click on it.

The following menu will let you edit the question itself, through a simple text entry field.

You can also determine the type of answer you prefer (if you choose list of choices, an Add button will enable you to determine that list of possible answers). Finally, the Active checkbox establishes whether or not the question should be a part of the survey.
Click the Add button to add this new question.



Click on the placed at the top right corner of the window to close it without adding a question.

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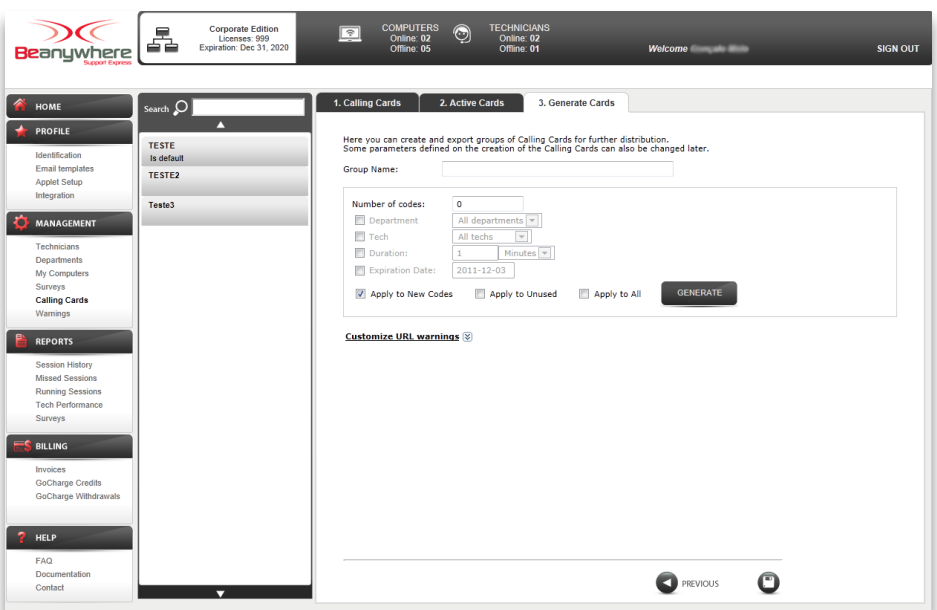
Calling Cards

A calling card is a special version of the applet that can be dropped on a client's computer and, therefore, used every time he needs remote assistance.

Calling Cards have a reference ID, composed by an alphanumeric prefix and 13 digits – this ID is used for downloading this special applet. The Calling Cards can be setup with an expiration date and a maximum session time defined, allowing a great deal of flexibility for providers to create special promotions or different support products.

BASE allows the creation of single Calling Cards - through the console - but also enables the creation of batches - using the Admin Area.
The management of all the Calling Cards is also made through the Admin Area.



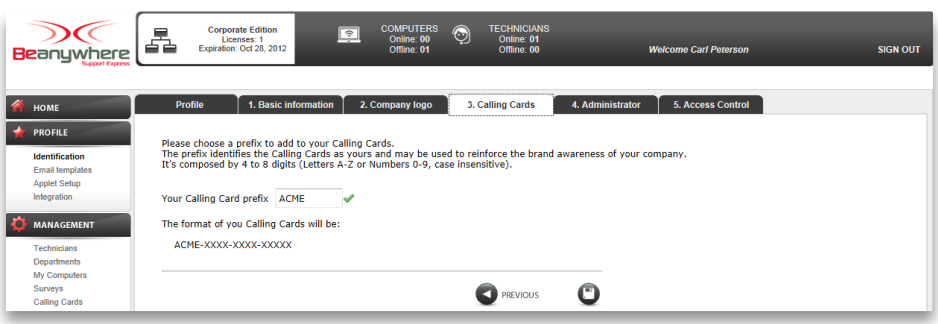
Pre-Configuring the Admin Area

Before using the Calling Card feature, you should choose the prefix that will be used on all the calling cards generated through your account.

1. The prefix configuration is fundamental. This option is presented to you on the Startup Wizard. If you missed the wizard, or if you want to change your calling card prefix, go to Profile>Identification>4. Calling Cards.

2. There, you can choose a calling card, composed by 4 to 8 digits (Letters A-Z or Numbers 0-9, case insensitive).

3. If the prefix you inserted meets the definitions described before, a green checkmark will appear. The format of your calling cards will be previewed below.



4. Clicking on the save icon - - will save all of the information in Profile>Identification, not only the one inserted on the calling cards tab.

5. You may also want to setup if an URL is to be open on the following scenarios:

- **a.** Before the beginning of the session
  - **a.i.** When the Calling Card is date has expired
  - **a.ii.** When the Calling Card has no time left
- **b.** After the session is started
  - **b.i.** When the Calling Card is date has expired
  - **b.ii.** When the Calling Card has no time left

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You can find those in:
Management>Warnings>5. Calling Cards. None of these options is mandatory. If no information is inserted , an error message will be presented to your user when trying to establish a connection or during the calling card session, but no webpage will be presented to your client.

6. Clicking on the save icon - - will save all of the information in Management>Warnings, not only the one inserted on the calling cards tab.

Creating a single Calling Card in the console

1. On the main window of the BASE console, select New Calling Card and click Stard New Session.

2. If you do not want to set up any advanced options, click on Generate Calling Card. Otherwise, click on Show Advanced Options.

3. Besides the optional information that can be added to a calling card (customer name, number, description...), you may setup the groups or technicians that receive requests, along with the expiration options.

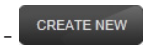
a. To setup who will receive the requests generated by a calling card, click the Change button on Selected Queue.
A new window will appear, in which you can choose a specific department or technician.

b. To setup expiration options, click the Change button on Expiration. You can define the session time included, choosing from unlimited support time to a certain number of minutes, hours or days. The expiration date defines the validity of the Calling Card. It can go from never expiring to expiring on a certain day, thus not being usable beyond that date. This two options - Support Time and Expiration Date – are independent, meaning that you can setup both of them, only one of them, or even none of them.

4. After the configuration, click on Generate Calling Card.

Creating a batch of Calling Cards in the Admin Area

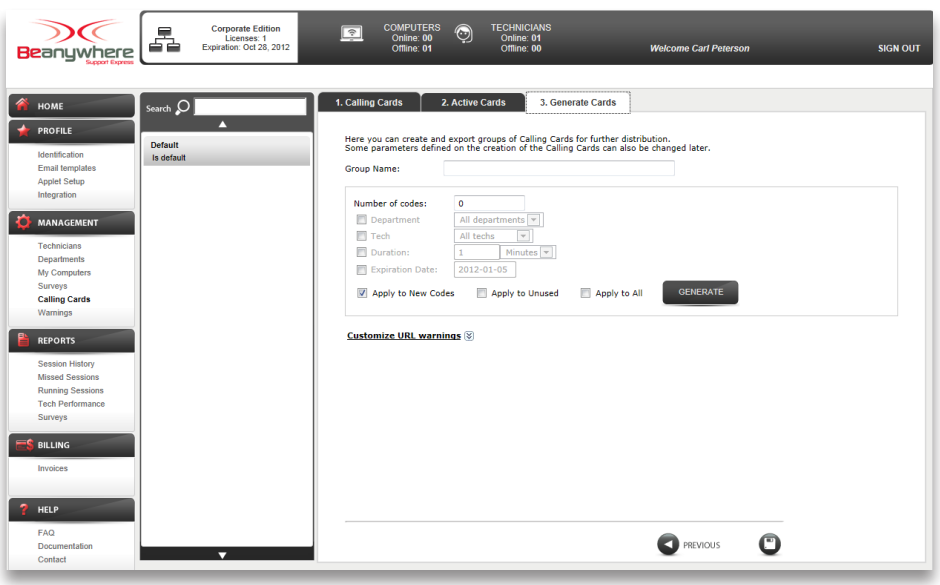
1.On the admin area, click on Management>Calling Cards.

2. On the first tab, click on Create New - 

-, which will direct you to the third tab (3. Generate Cards).

3. Insert the name for the batch to be created on Group Name. For adding calling cards to an existing batch, see Calling Card Management.

4. Insert the number of codes. If you do not want to set up any advanced options, click on Generate. Otherwise, continue to the following fields.



5. If you want to limit the departments who will receive the requests, click on the respective checkbox and select a department from the dropdown list.

6. In order to limit the technicians who will receive the requests, click on the respective checkbox and select a tech from the dropdown list.

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7. For limiting the session time included, select Duration and define a certain number of minutes, hours or days.

8. To determine the expiration date, select Expiration Date and click on the date. A new window with a calendar will appear, allowing you to select a specific day.

9. Then, you need to make sure that the checkbox Apply to New Codes is selected, or else the new codes will not be created.

10. If you click on Customize URL warnings, you can also setup if an URL is to be open on the following scenarios:

a. Before the beginning of the session
- **a.i.** When the Calling Card is date has expired
- **a.ii.** When the Calling Card has no time left

b. After the session is started
- **b.i.** When the Calling Card is date has expired
- **b.ii.** When the Calling Card has no time left

None of these options is mandatory, and if no information is inserted, the system will look for a default configuration, which can be defined on Warnings>Calling Cards.
If no information is defined there, an error message will be presented to your user when trying to establish or during a calling card session, but no webpage will be presented to your client.

11. Click on Generate or on the save icon - . The second tab (2. Active Cards) will be opened, listing all the calling cards you have just generated.

12. If you want to download the list of cards to a CSV file, click on 3. Generate Tabs and hit the Download button.

Calling Card Management

Besides managing the global settings for groups of calling cards, you can manage single calling cards or several calling cards at the same time (belonging to the same or to different groups).

Manage a group of cards

1. To manage the global settings for a group of calling cards, click on its name, at the list on the left.

2. Select the third tab (3. Generate Cards).

3. Change the relevant options (Number of Codes, Duration, Department, etc.).

4. Select the scope of the changes by clicking on one of the following checkboxes:

a. Apply to New Codes - The settings will be applied only to new codes created in the group. If you are adding codes to the group, you have to select this option, or else the new codes will not be created.

b. Apply to Unused - The settings will be applied to all of the unused codes, regardless they are new or not.

c. Apply to All - The settings will be applied to all codes.

5. You can also change the Customize URL warnings. These settings will always be applied to all of the codes on the group, regardless of the scope defined on the previous point.

6. Click on Generate or on the save icon - . A confirmation window will appear.

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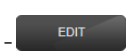
Manage one or more cards

The management of one or more cards is done at the second tab (2. Active Cards). By default, all the cards from all the groups will be listed here, unless you select one of the groups from the list to the left. In that case, the table will be showing only the calling cards belonging to that group. The table includes the following information:

ID - The calling card number, which will be used for downloading the special applet.
CREATED - Date of creation of the card.
#MADE/LOST - Number of sessions made and number of sessions that were not answered by the technicians.
TIME USED - Time already used on sessions.
TIME LEFT - Remaining time for support.
EXPIRES - Date of expiration of each card.
STATUS - Visual indication of the status of the calling card. If it is still valid, a green checkmark will be shown. A red "**X**" means the code is expired or was revoked.

To manage one or more cards, please perform the following steps:

1. Select the checkbox corresponding to the code or codes you want to change.

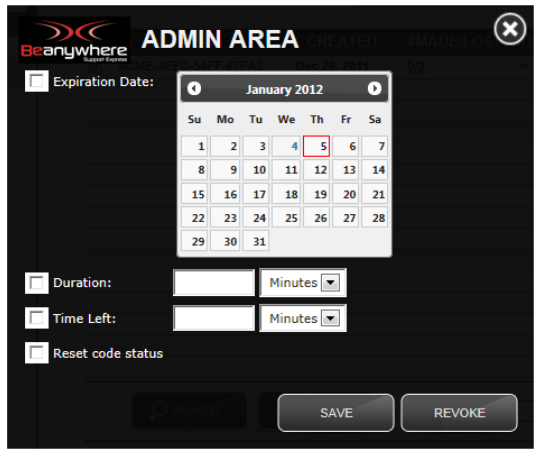
2. Click on Edit - 

.

3. You can change the expiration date, the duration (total time of the card), and the time left.

4. Clicking on Reset code status reactivates a code that has been revoked.

5. After changing the relevant fields, click on Save. The Revoke button disables the use of one or more codes, thus blocking them.



Clicking on this button will prompt a confirmation window – if you agree, the code will be permanently banned from BeAnywhere network.

To search for codes, click on the Search button and a new window will appear. Here you will be able to choose from several options:

ID - The calling card number, which will be used for downloading the special applet.
Duration (From-To): Time configured to the card.
Time left (From-To): Time left on the card.
Expired - Selecting this option will include expired cards on the search.
All groups - searches cards from all of the existing groups.
All History - search from the beginning.
Use date as Creation date/Expiration date (From-To): allow a delimitation of the search by creation date or by the expiration date defined.
Select the parameters relevant to your search and click Search.
The table will then display the filtered results.

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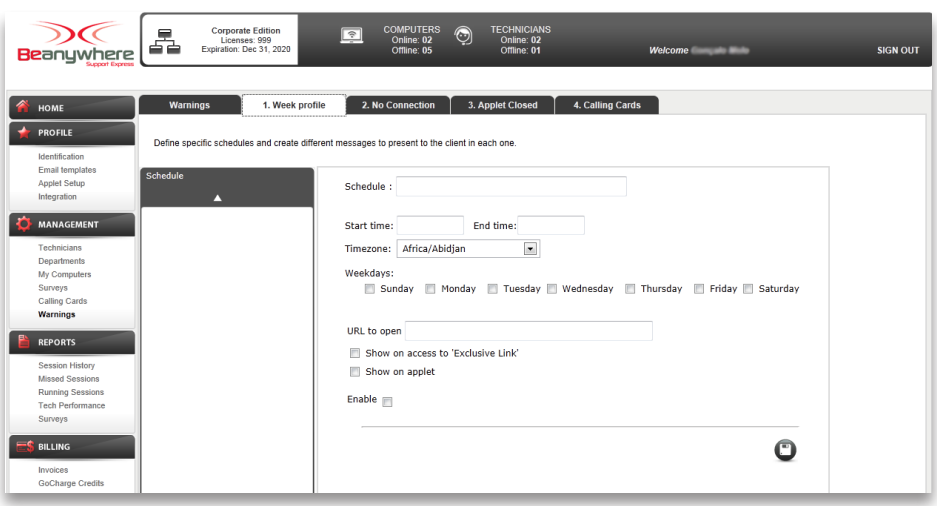
Warnings

Define the conditions in which certain web pages are showed to the customers.

1. Week Profile

The several text boxes and options allow you to establish different messages to be showed at different schedules – they are known as Schedules. You can determine the Start Time and End Time; the associated Timezone; the days of the week; and the URL. You can also determine when this URL is presented: on access to Exclusive Link or/and on Applet. The Enable option activates this Schedule.

The active schedules are visible on the left side list.



2. No Connection

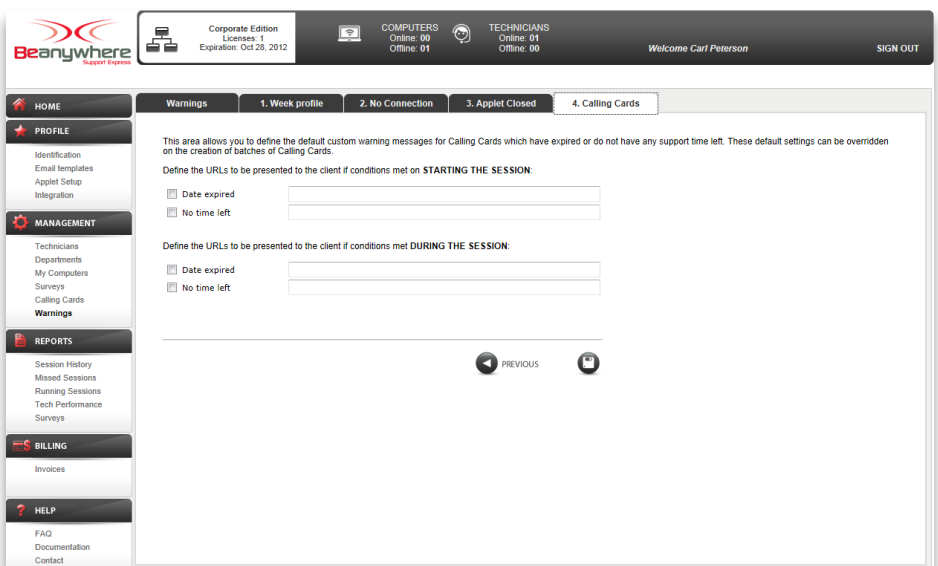
Message displayed to the customer whenever the Internet Connection fails. The message as to obey the HTML format. The Enabled option activates this message.

3. Applet Closed

Definition of the URL displayed to the customer after the session's end. This URL can be presented everytime the applet is closed or when the applet is prematurely closed by the user.
As always, the Enabled option will activate this URL presentation.

4. Calling Cards

Defined the URL presented to customer whenever the time limit or the date of the Calling Cards expires. There are two moments when this URL can be presented: at the start of a session or at the end of a session. Just place the desired URL on the text entry fields.



After the changes are concluded, the button, placed on the lower right corner, will save and validate the new data.

For more information, check the *Calling Cards chapter*.

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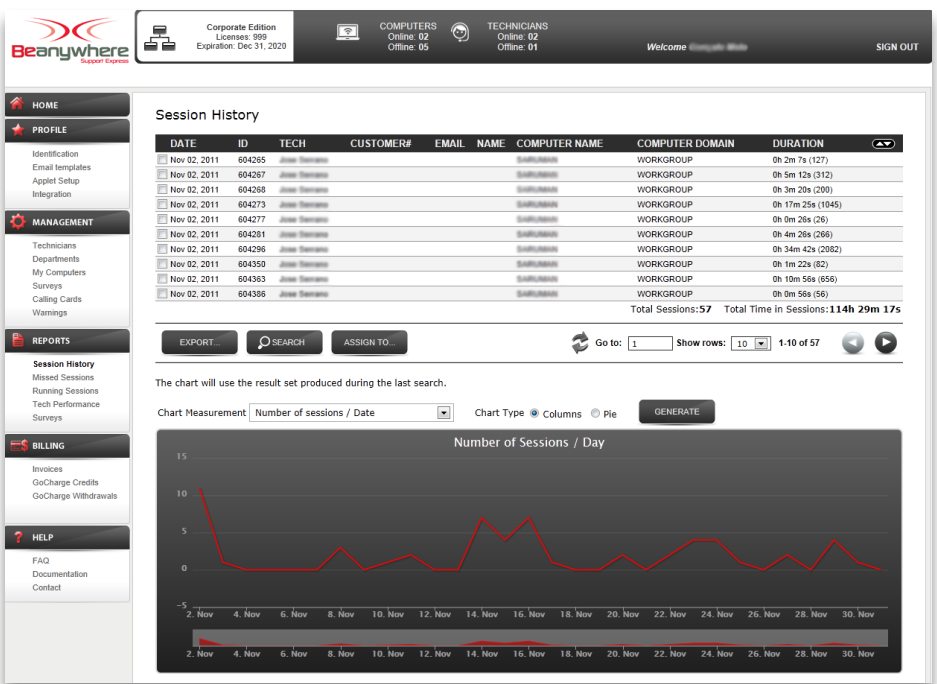
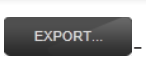
REPORTS

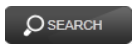
Various reports about BeAnywhere activity.

Session History

The button placed on the upper right corner of the window lets you determine the sorting order and criteria – the subsequently accessed menu offers an array of different parameters (name of the technician, customer, computer, domain or length). You can also sort them in ascending or descending order.



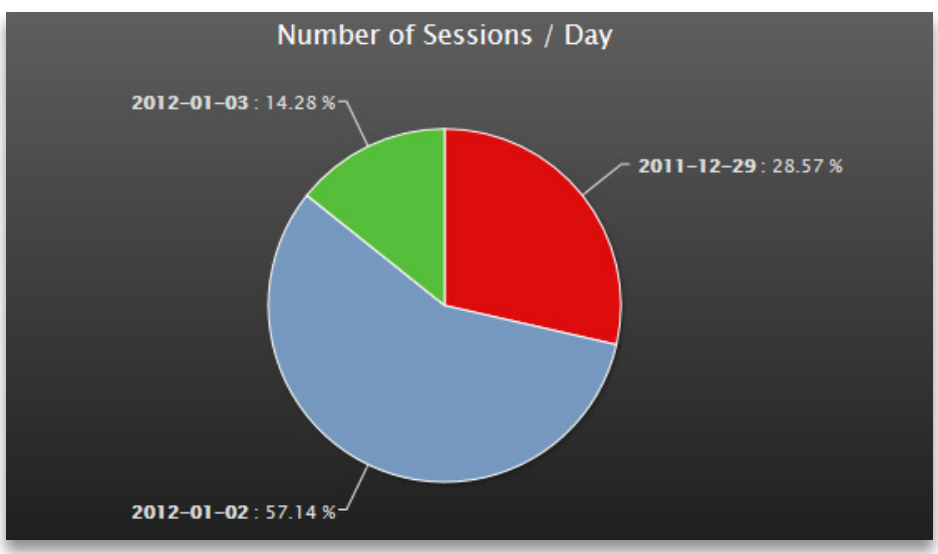
The Export button -  - starts the download of the data.

The Search button -  - allows you to perform a search through the entire database, offering various search criteria (date, customer name, video recording, domain, technicians, customer number, etc.);

The Assign to button - - lets you associate the selected sessions to a customer number, an email and/or a Name;

To study each one of the sessions in detail, simply double-click on the desired session – it's possible, through this detailed window, to Export (run download to your computer) or Send (send in PDF to any email adress). The buttons on both options are placed on the lower left corner.

At the bottom of the window, the search results can be found in graphical form. The Chart Type option, lets you choose between a graph of Columns/ Rows or Pie.



The Graph Object option shows, in cascade, the various criteria on which each graph can be build upon. In order to display a new chart, you must click the Generate button - .

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Missed Sessions

Recording of all the sessions requested, but not answered by any technician.
By clicking on any of the registers, you can consult any messages left by the customers.

- The Export button - EXPORT... - starts the data's download to your PC, in Excel format;
- The Search button - SEARCH - allows you to perform a search through the entire database, offering various search criteria (name of customer, domain, computer, etc);

At the bottom of the window, the search resutls can be found in graphical form. The Chart Type option, lets you choose between a graph of Columns/ Rows or Pie.
The Graph Object option shows, in cascade, the various criteria on which each graph can be build upon.
You must click the Generate button - GENERATE - so that the new chart is displayed.

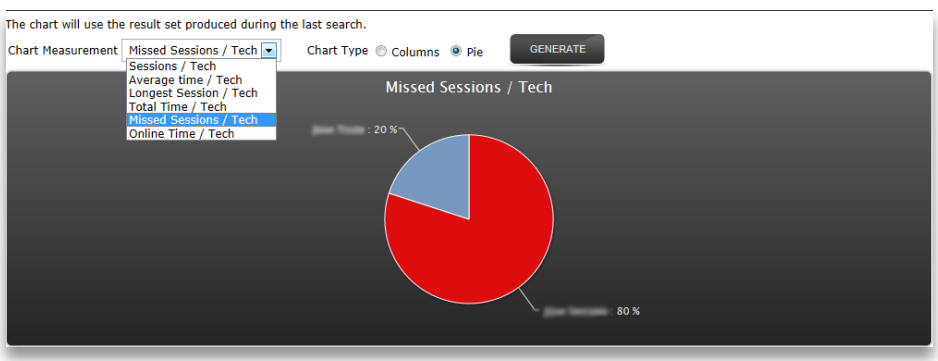
Running Sessions

Registry, updated every 30 seconds, of the active sessions and the technicians online. By clicking on any technician, you are able to view all of his dealt sessions; by clicking on any session, you'll access a more detailed data about that same support session.

Tech Performance

Performance Report related to each of the technicians.
The Export button starts the data's download to your PC, in Excel format;
The Search button allows you to perform a search for a specific technician and/or for a defined period of time;

At the bottom of the window, the search results can be found in graphical form. The Chart Type option, lets you choose between a graph of Columns/ Rows or Pie.



The Graph Object option shows, in cascade, the various criteria on which each graph can be build upon.
You must click the Generate button so that the new chart is displayed.

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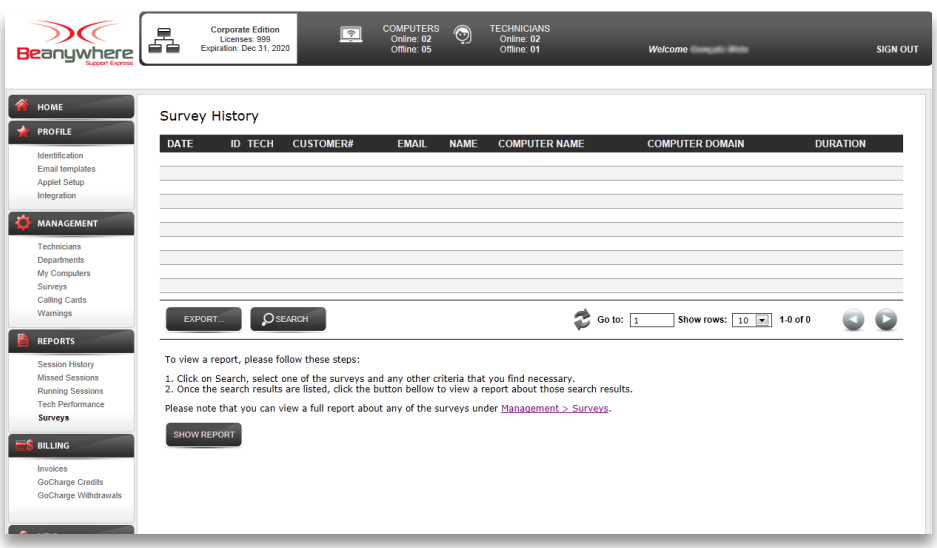
Surveys

History of surveys.

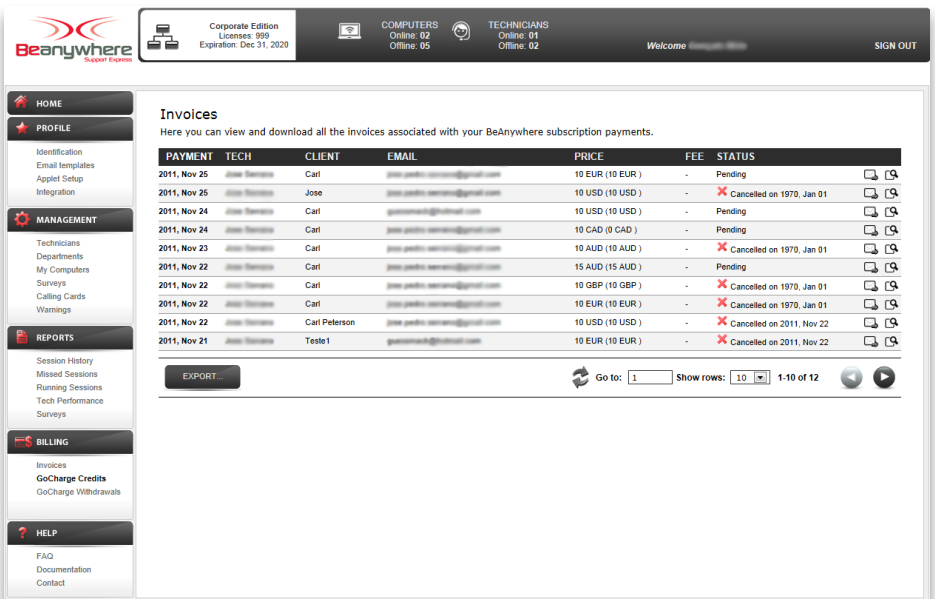
To see the report of a survey, you should take the following steps:
Click Browse, select survey and any other relevant search criteria you find essential;
Click on each of the search results (on the list placed on the upper area of the window) to access the report or click on the Show Report button;



Billing

Invoices

Record of the receipts associated to BeAnywhere subscription payments. The report indicates valuable information like the date, the amount, the currency used or the duration of the session.
The Export button - EXPORT... -, at the bottom left, initiates the data's download to your PC, in Excel format;



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Help

Here you'll find Contacts, Documents and answers to all Frequently Asked Questions.

FAQ

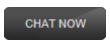
Assistance area to the user composed by Frequently Asked Questions (FAQ) and their answers. The questions are divided into four different topics. Just click on each of those to access the questions and answers.

Documentation

Download Area of the User Guide – simply click on Support Express – User Guide to start the download in PDF format.

Contacts

Presentation of useful contacts.

The Chat Now button - 

- allows you to start a conversation in real time with BeAnywhere support services. In case of unavailability, you can leave a message that will be handled with the utmost brevity.
In case you find any problem with BeAnywhere Support Express and the User Guide will prove unable to resolve, please do not hesitate to contact us:

Web site: www.beanywhere.com
Email: contact.base@beanywhere.com

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